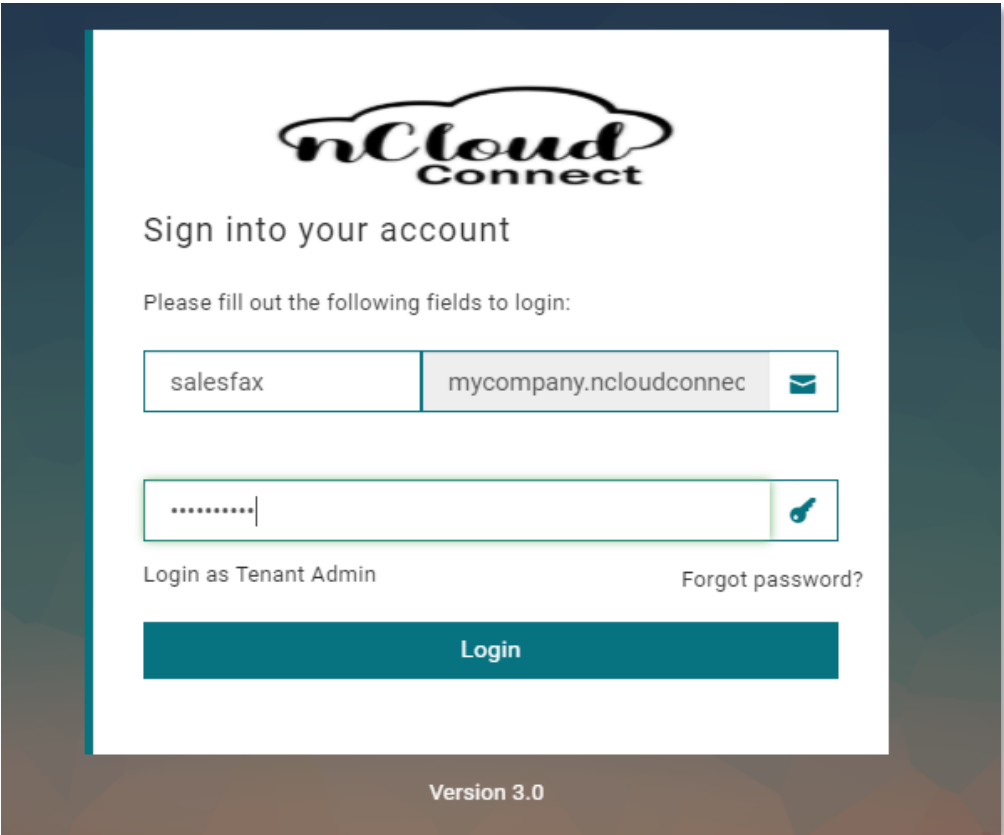


Fax Login



Logging in to your fax user is similar to logging into the standard user portal.

Simply enter the username, in this case, “salesfax”. Enter your password and click **Login**.

***For users with the fax feature tied to your user account, simply log in with your extension and user portal password as you normally would**







Fax Address Book

Fax Address book

Home / Fax Address book

Search

Fax Address book Add New


Action	First Name	Last Name	Number
 	Insurance	Company	2152152152
 	Customer	Fax	2672672672
 	Potential	Customer	6106106106


Your fax address book contains manually entered contacts for frequent faxing.


Here you can search for specific fax contacts and add new ones. You can also edit and delete existing contacts.

Anything contained in the address book will appear in the recipient field when sending a new fax.

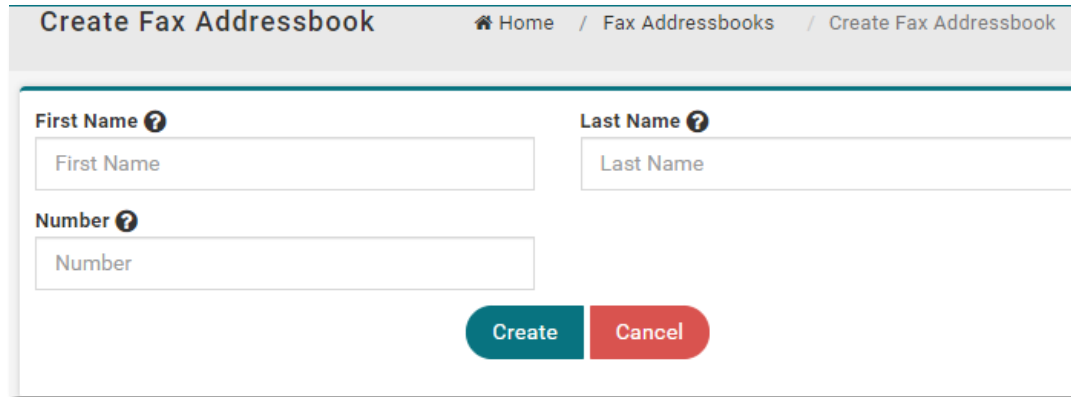
Note, these entries will not appear in the global address book found in the admin portal.

Click  to create a new address book entry.

To edit an entry click 

To delete an entry click 

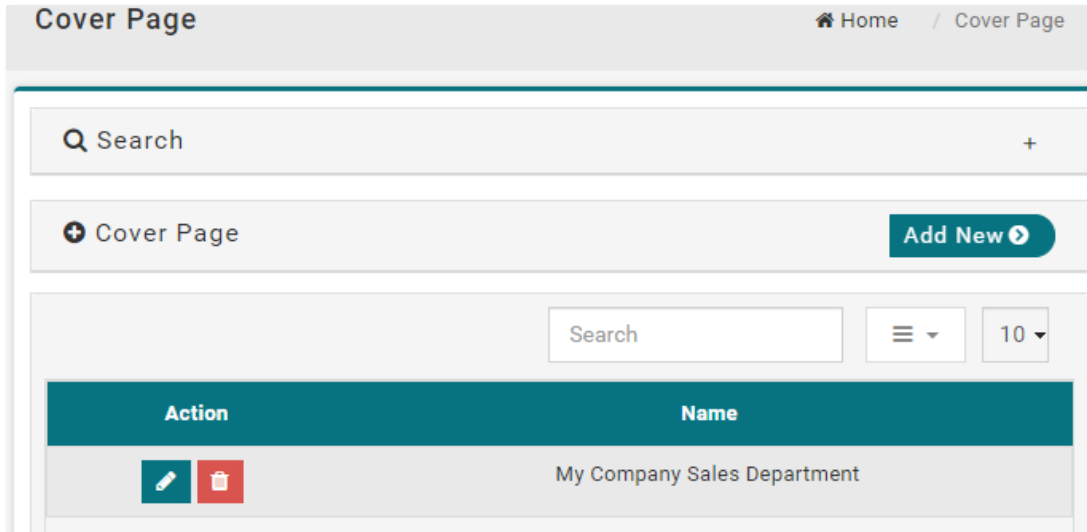
Create a Fax Contact




The screenshot shows a web interface for creating a fax contact. At the top, there is a breadcrumb trail: 'Home / Fax Addressbooks / Create Fax Addressbook'. Below this, the form is titled 'Create Fax Addressbook'. It contains three input fields: 'First Name' with a help icon, 'Last Name' with a help icon, and 'Number' with a help icon. At the bottom of the form, there are two buttons: a teal 'Create' button and a red 'Cancel' button.

After clicking **Add New** you can enter a contact's First and Last Name with their fax number. Click **Create** and you'll see the new entry appear in your fax address book.

Cover Pages



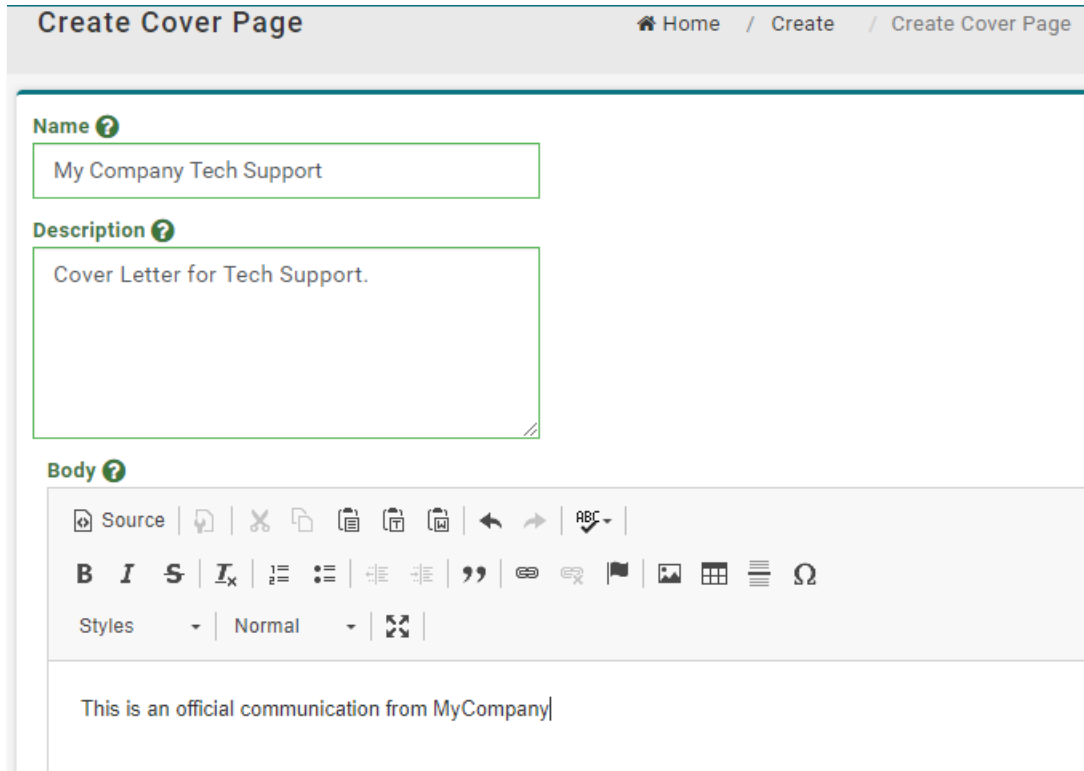
Cover pages can be created within the portal. They are stored here where they can be edited and deleted as needed.

To create a new cover page click the  button.

To edit an existing cover page click 

To delete an existing cover page click 

Create a Cover Page



The screenshot shows a web application interface for creating a cover page. The title bar reads "Create Cover Page" and includes a breadcrumb trail: "Home / Create / Create Cover Page". The form is divided into three main sections:

- Name:** A text input field containing "My Company Tech Support".
- Description:** A larger text area containing "Cover Letter for Tech Support.".
- Body:** A rich text editor with a toolbar containing icons for source, undo, redo, copy, paste, link, unlink, list, quote, link, unlink, image, table, and help. Below the toolbar, the text "This is an official communication from MyCompany|" is visible in the editing area.

Here is where you create a new cover page from scratch.

The name of the cover page is for organizational purposes.

The description allows someone to see the purpose of the cover page at a glance.

The body contains the cover page itself. Here you can edit text, add images, and format the page to fit your faxing needs.

Send a Fax – Upload a File

The screenshot shows a web form for sending a fax. It includes the following fields and controls:

- Receivers:** A text input field containing the number "18884732963" with a clear 'x' button.
- Subject:** A text input field containing "Test Sales Fax".
- Cover Page Templates:** A dropdown menu showing "My Company Sales Department" and a "Show Cover Page" link.
- Type:** A dropdown menu showing "Upload File".
- Upload Document:** A file upload area showing a preview of a document titled "This is a test fax from MyCo" with a trash icon and a folder icon.
- Buttons:** "Send Fax" (teal) and "Reset" (red) buttons at the bottom.

Here you will set up an outgoing fax.

Your receivers will either be address book entries or manually entered phone numbers. These can be toll free or 10 digit numbers.

The subject is the ATTN line of the fax.

The cover page can be the system default or one created by you as shown on the previous page.

In this example we'll choose **upload file** from the "Type" dropdown.

To upload a .pdf or .tif file, click the folder icon and select your file.

Finally click **Send Fax** and check out your fax logs for a confirmation.

Send a Fax - Written Fax

The screenshot shows a web interface for sending a fax. At the top, there is a breadcrumb trail: Home / Send Fax. The main content area is titled 'Send Fax' and contains several sections:

- Receivers**: A search bar containing 'Insurance Company-2152152152' with a close button (x).
- Subject**: A text input field containing 'Test Fax'.
- Cover Page Templates**: A dropdown menu set to 'Default' and a link labeled 'Show Cover Page'.
- Type**: A dropdown menu set to 'Write Fax'.
- Write Message**: A text area containing the message 'This is a test fax.'

Here you will set up an outgoing fax.

Your receivers will either be address book entries or manually entered phone numbers. These can be toll free or 10 digit numbers.

The subject is the ATTN line of the fax.

The cover page can be the system default or one created by you as shown on the previous page.

In this example we'll choose **Write Fax** from the "*Type*" drop down.

Simply write out your fax in the "*Write Message*" field.

Finally click **Send Fax** and check out your fax logs for a confirmation.

Fax Queueing

The screenshot shows a 'Send Fax' form with the following fields and options:

- Receivers:** A list of five recipients: John Schuhl-2674991273, Insurance Company-2152152152, Customer Fax-2672672672, Potential Customer-6106106106, and 8884732963.
- Subject:** A text input field containing 'Test Q'.
- Cover Page Templates:** A dropdown menu set to 'Default' and a 'Show Cover Page' link.
- Type:** A dropdown menu set to 'Write Fax'.
- Write Message:** A large text area containing 'Test Q'.
- Buttons:** 'Send Fax' and 'Reset' buttons at the bottom.

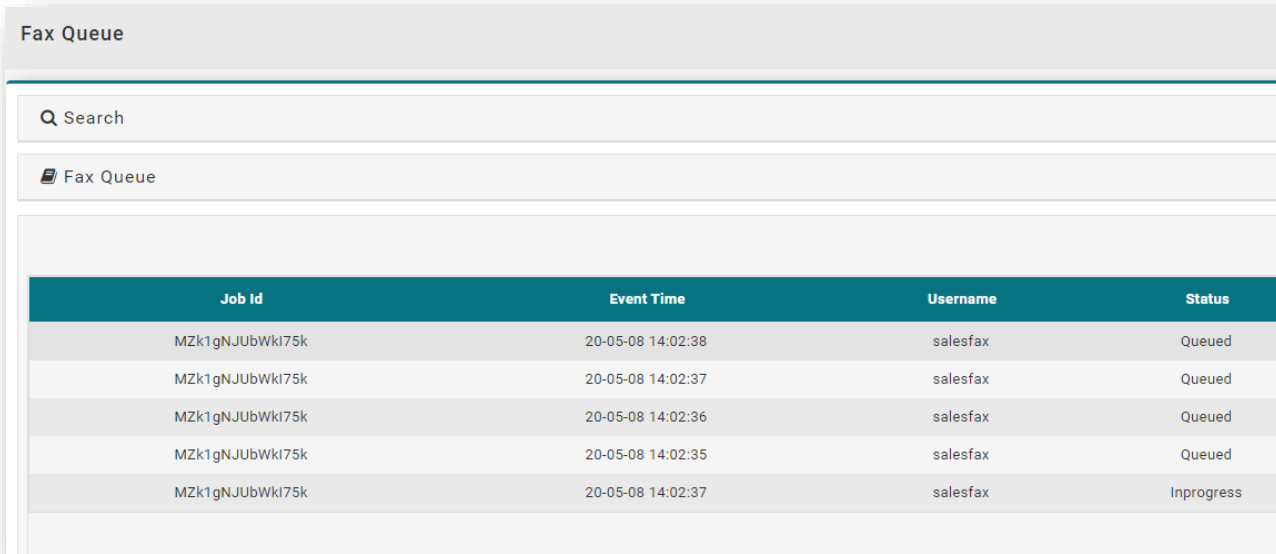
Fax queueing is a feature that allows you to send a fax to multiple recipients at one time.

Call paths are set by your administrator and will determine how many recipients you are able to include in one fax.

As an example, if your limit is set to 5 and you send to 10 recipients. The system will send the first five and then queue the remaining 5 in the list.

Maximum for recipients will always be 10.

Fax Queue Tracking



The screenshot displays the 'Fax Queue' page. At the top, there is a search bar with a magnifying glass icon and the text 'Search'. Below the search bar is a breadcrumb trail showing a folder icon and the text 'Fax Queue'. The main content area features a table with the following data:

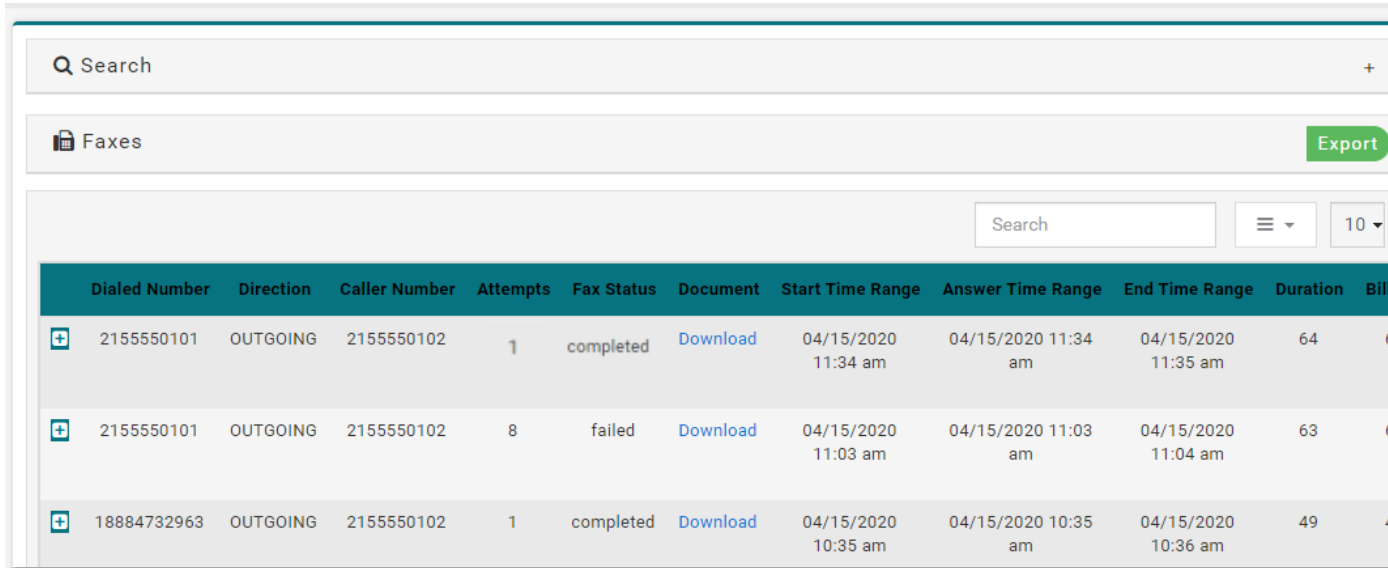
Job Id	Event Time	Username	Status
MZk1gNJUbWki75k	20-05-08 14:02:38	salesfax	Queued
MZk1gNJUbWki75k	20-05-08 14:02:37	salesfax	Queued
MZk1gNJUbWki75k	20-05-08 14:02:36	salesfax	Queued
MZk1gNJUbWki75k	20-05-08 14:02:35	salesfax	Queued
MZk1gNJUbWki75k	20-05-08 14:02:37	salesfax	Inprogress

As an admin you can see the **Fax Queue** in use by navigating to the **Fax Queue** page under **Reports**.

This page will allow you to see when the faxes were queued, which user initiated the fax, the status of each transmission, among a few other details.

Again, the maximum number of recipients that can be queued at one time is 10.

Fax Logs



The screenshot shows a web interface for viewing fax logs. At the top, there is a search bar and a 'Faxes' header with an 'Export' button. Below the header is a table with columns for various fax details. The table contains three rows of data.

Dialed Number	Direction	Caller Number	Attempts	Fax Status	Document	Start Time Range	Answer Time Range	End Time Range	Duration	Bill
2155550101	OUTGOING	2155550102	1	completed	Download	04/15/2020 11:34 am	04/15/2020 11:34 am	04/15/2020 11:35 am	64	63
2155550101	OUTGOING	2155550102	8	failed	Download	04/15/2020 11:03 am	04/15/2020 11:03 am	04/15/2020 11:04 am	63	63
18884732963	OUTGOING	2155550102	1	completed	Download	04/15/2020 10:35 am	04/15/2020 10:35 am	04/15/2020 10:36 am	49	44

On this page you can view active and historical fax confirmations. Information regarding status, times, and parties are all included.

Dialed Number: The number the fax was sent to.

Direction: Indicates whether fax was incoming or outgoing.

Caller Number: The party that sent the fax.

Fax Status: Indicates whether the fax is in progress or has succeeded or failed.

Time Range: Indicates when the fax started, was answered, and ended.

Duration: How long the fax took to transmit fully.

*If a fax fails or you receive a fax the system may send an email alert from "noreply@ncloudconnect.com". Remember to always check this page for the most accurate and up-to-date information.