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Log in to the TelNet Digital Fax Web Portal

1. Visit <https://www.telnetfax.com/>
2. Log in with your assigned TelNet Digital Fax username (your email address) and password.

*NOTE: When logging in for the first time, we recommend changing your password by clicking the **Settings** icon (bottom left of the page) and completing the required fields in the **Change Password** section. If you forget your password, click on **Forgot Password?** on the login page and you'll receive an email with instructions to reset your password.

Settings

Customize your profile and account settings

1. Log in to the TelNet Digital Fax web portal and click on the **Settings** icon. Then, select the setting you want to modify. **1**

Profile:

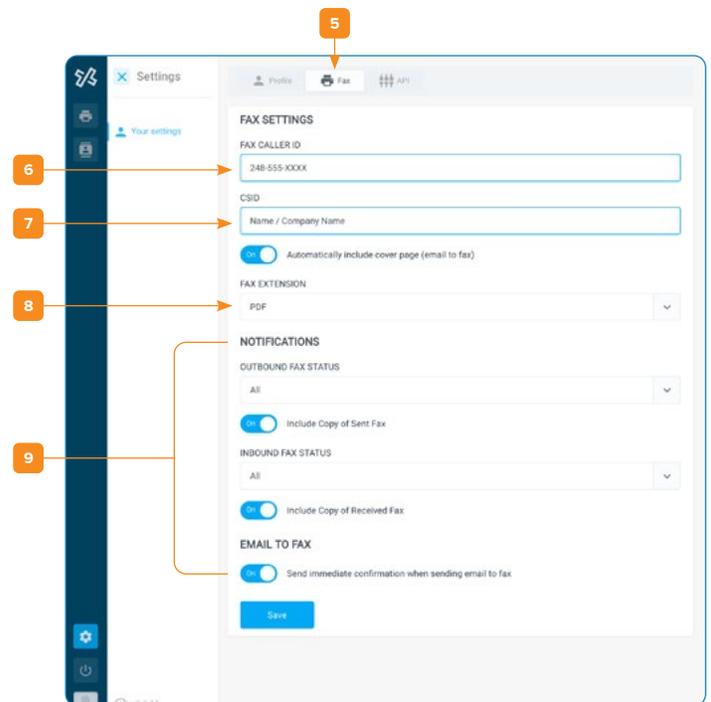
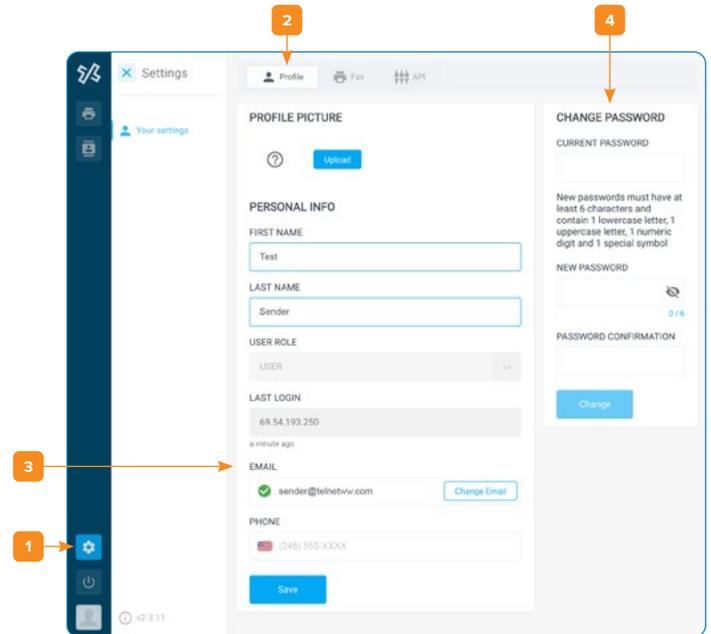
1. Click **Profile** from the top navigation. **2**
2. Update settings, such as profile picture, name, email, phone, password and primary email, where fax notifications are to be sent.
3. All faxes and notifications will be sent to the email address listed in the email field. Click **Change Email** field to enter a different address. **3**
4. Click **Save**.

Password:

1. To change your password, locate the **Change Password** pane at the right side of the screen. **4**
2. Enter your current password, new password and confirm the new password.
3. Click **Change**.

Fax:

1. Select **Fax** from the top navigation.
2. In the **Fax Settings** section **5**, update the **Fax Caller ID** field to your desired fax number. This number will appear on all emailed fax notices. **6**
3. Update the the **CSID** with your name / company name. This will show up on all emailed fax notices **7**
4. Cover pages for email to fax are on by default. Toggle this setting to turn them off.
5. In the **Fax Extension** field, select PDF (default) or TIFF. **8**
6. Choose how you would like to be notified when sending and receiving faxes: **9**
 - a. **Outbound Fax Status** – Select to be notified of successful faxes, failed faxes, all (default) or none. Toggle the option to have the status notification include a copy of the sent fax (default is on).
 - b. **Inbound Fax Status** – Select to be notified of successful faxes, failed faxes, all (default) or none. Toggle the option to have the status notification include a copy of the received fax (default is on).
 - c. **Email to Fax** – Select to send immediate confirmation when sending email to fax. The default is on.
7. Click **Save**.



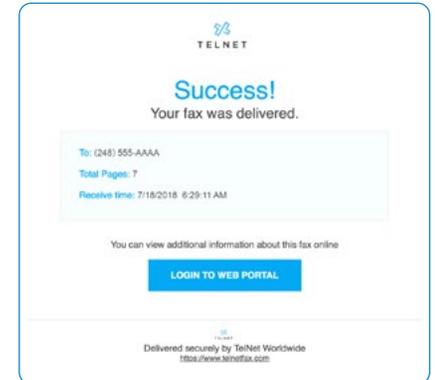
View and Search for Incoming Faxes

There are two main ways to view the faxes you receive through TelNet Digital Fax.

- View the fax directly from your email inbox by receiving a notification.
- View the fax in the TelNet Digital Fax web portal.

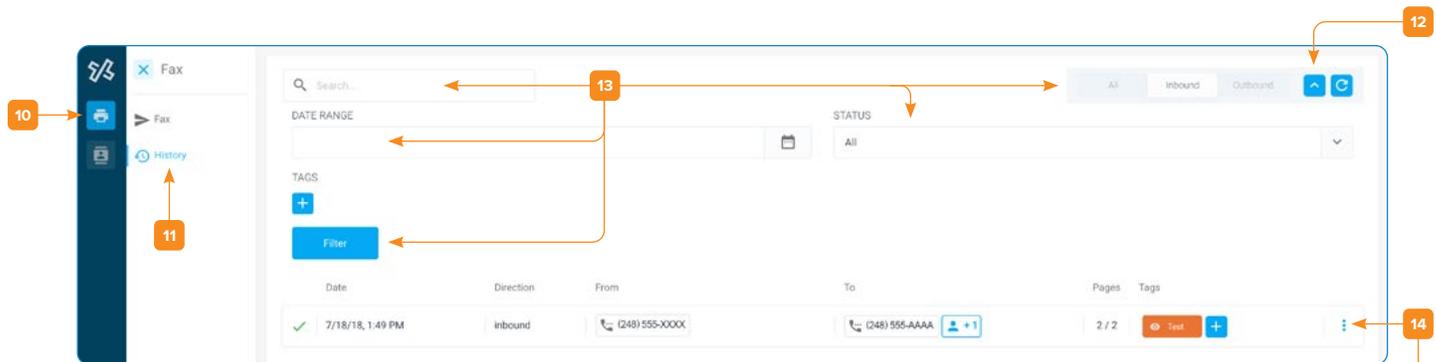
View faxes from your email inbox

You'll receive an email notification when you receive a fax. Open the email attachment to view the fax. You can save the attachment to your computer or another network location.



Search and view faxes in the TelNet Digital Fax web portal

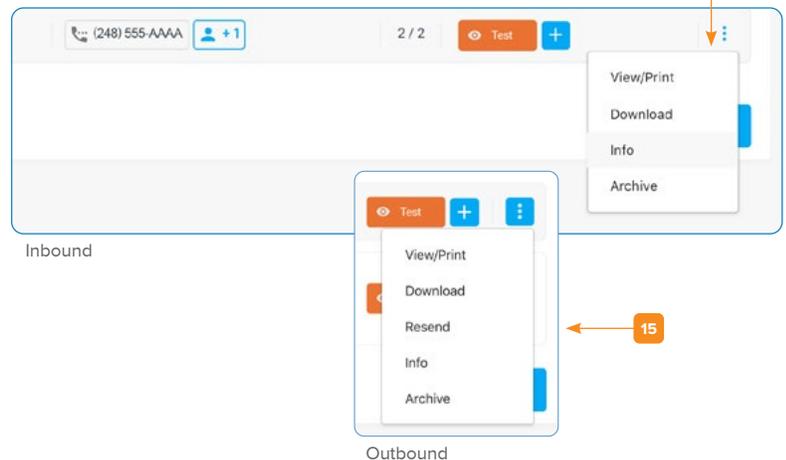
1. Log in to the TelNet Digital Fax web portal and click on the **Fax** Button **10** and then the **History** button. **11**
2. Use the search function and associated filter buttons **12** in the top navigation to locate the desired fax. Filters include inbound, outbound, all (default), date range and status. **13**
3. Once your desired fax is located, click the vertical ellipsis at the far right to view, print or download the fax.
 - a. Select the Info option to view additional fax details including delivery date, status, fax duration and more.



Functions in the History Drop-Down Window

Go to History and click the ellipsis in the right-hand navigation

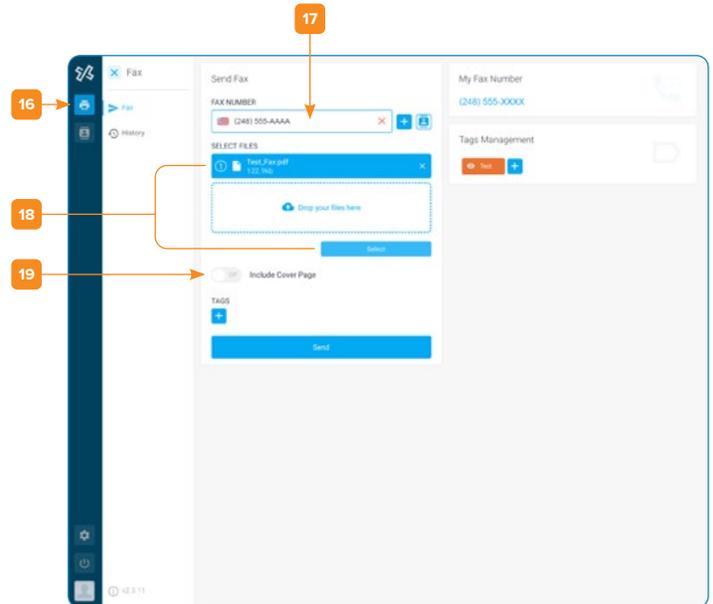
- View / Print **14**
- Download
- Resend (if outbound) **15**
- Info
- Archive



Send Outgoing Faxes

Send fax using TelNet Digital Fax web portal

1. Log in to the TelNet Digital Fax web portal and locate the **Send Fax** pane (middle of the screen). You may also click the **Fax** icon in the left navigation. 16
2. Enter the 10-digit fax destination number into the **Fax Number** field. 17
3. Click the **Select** box to choose the files you would like to send. You may also drag and drop files into the dotted line box. 18 (A “1” is automatically added)
4. To include a cover page, toggle the **Include Cover Page** button to **On**. Fill in the **Deliver To**, **Subject** and **Notes** fields as required. 19
5. Click **Send**.

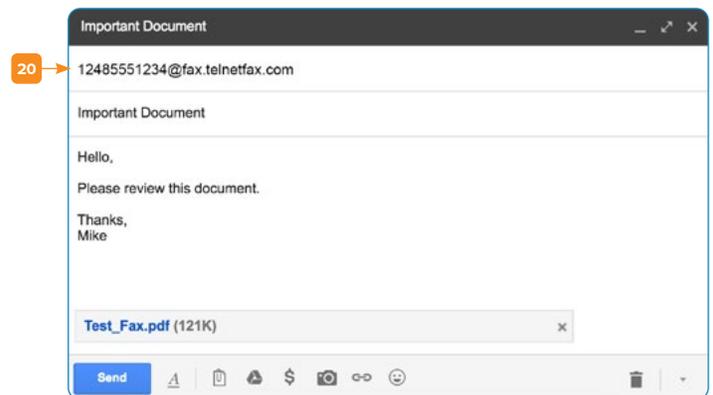


Send fax from your fax machine using a TelNet Fax Bridge Adapter

1. If you have installed a TelNet Fax Bridge Adapter on your fax machine to enable digital fax service, simply put your document in the fax machine.
2. Dial the 11-digit, fully-qualified fax number (1 + area code + fax number).
3. Hit the **Send** button.
4. Look for an email notification with fax success or failure message.

Send fax using email

1. In Outlook, Gmail, or your preferred email client, open a new email message.
2. Enter the fax **number@fax.telnetfax.com** (e.g., 12485551234@fax.telnetfax.com) in the recipient field. Eleven digits must be used, or your fax will be unsuccessful. 20
3. Enter information: The subject of the email will be the subject on the cover sheet. The body of the email will be the cover page notes you want to send.
4. You may also attach the file you want to fax. Supported file types include TIFF, GIF, PNG, JPEG, PDF, DOC, DOCX, XLS, XLSX, PPT, PPTX, TXT and RTF.
5. Press **Send**.



www.telnetfax.com

**NOTE: The email address used to log into an email client must match the username / email that is set in the TelNet Digital Fax web portal [3]. If they don't match, users will not be able to send outbound fax from within email clients such as Gmail, Outlook, Yahoo, etc.

***NOTE: Refer to our HIPAA compliance document for settings and best practices to ensure HIPAA compliance.