



WORLDWIDE

Digital Fax Admin Guide

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Signing Into The Portal

A Customer Fax Administrator can manage multiple fax accounts/numbers on behalf of their entire organization. Below are some common changes that can be performed. As the Customer Fax Administrator (aka Fax Admin), log into https://www.telnetfax.com from any browser.



Reassign an Existing Fax Number

Follow steps below to reassign an existing fax number from one person to another. A typical example might be that a former employee is replaced by a new employee.

Click the Users 1 icon on the left navigation. This displays a list of all the users within the organization. Locate the desired user to change and click the Settings Gear 2 icon for that user (on row next to name).



Update the **First Name 3** and **Last Name 4** as needed, and press **Save**.

		₹/3 Telnet	Profile Security Fax Tags Transfer	Sign in as Delete
	F	2 Your Settings	Personal info	Custom Fields
		Account Settings Custom Fields	JA Jake Adams	9
-			First Name	No custom fields yet
3			Jake	
_			Last Name	
4			Adams	
			User Role	
			User	
			Industry	
			· · ·	
			Job Position	
			Email	
			√ jake.adams@telnetdev.com Change	
			Phone	
			(201) 555-0123	
		Contacts	Work phone	
		O Users		
		API Keys	Timezone	
	CA	Events	(GMT-04:00) Eastern Time (US and Canada)	
		[→ Sign Out	Push notifications	
		< Hide	() oi	



Click the **Security** ⁶ tab along the top navigation. Enter & confirm new password and press **Change 2**.

TelNet Digital Fax Fax Admin Guide

			G ↓	
		₹/\$ TELNET	Profile Security Fax Tags Transfer	Sign in as Detete
	F	S Your Settings	Update password	Two-Factor Authentication
		 Account Settings Custom Fields 	Last update was on June 21, 2023 Password will expire an September 19, 2023!	Increase your account's security by enabling Two-Factor Authentication (2FA)
			New password	Devices
			Confirm password	Name Location Last Activity
7			Change	No devices found
			Support PIN	
			contact or support the support term. Share this PN only when you contact support by yourself.	
			Change	
		Contacts		
		🖉 Users		
	CA	Events		
		L→ Sign Out		



Change Email Address

If an existing email address needs to be changed, click the **Sign in as a** button near the upper right corner.

	<mark>الالا</mark> Telnet	Profile Security Fox Togs Transfer	Sign in as
F	A Your Settings	Update password	Two-Factor Authentication
	Account Settings	Last update was on June 21, 2023	Increase your account's security by enabling Two-Factor Authentication (2FA)
	🛞 Custom Fields	Password will expire on September 19, 2023!	Configure
		New password	
		Ø	Devices
		Confirm password	Name Legelies Let Activity
			No devices found
		Change	
		Support PIN	
		Support PIN is used as additional confirmation of your identity in case you	
		contact our support team. Share this PIN only when you contact support by yourself.	
		Change	
	Contacts		
	C Users		
	API Keys		
CA	Events		
	[→ Sign Out		

A secondary window will appear and then press the Sign In 💿 button to temporarily sign in as an existing user.





Click the Users avatar 10 on lower left, followed by Your Settings 11 near the top

(\$17		
	TELNET	Signed in as Jake Adams	(close Session)
11	8 Your Settings	Profile Security Fox Togs	
		Personal info	Custom Fields
		Jake Adams Pret Name	Do custom fields yw.
		Tom	
		Lost Nome	
		Jones	
		User Role	
		User V	
		industry	
		Job Position	
		tmai	
		V jake.adomsjiteineidev.com Change	•
		Phone	
		(201) 555-0123	
_	E Contacts	Work phone	
10	и D анхоуз	Tenetroa	
	[→ sign Out	(GMT-04100) Sastem Time (US and Canada)	
(< Hide		

Click the **Change** 2 button (next to Email)

Enter the new email address in the field below and then press Change <a>[1] .

	?
-	New email:
13	Change Cancel

An email notification with a validation code will be sent to the *new email address*. Obtain the validation code from the new person/email inbox, enter in the field below and press **Confirm** ⁽⁴⁾.





	15				
View Fax Usage		S∕S Telnet	Start Harth Elderth Y	Year 🔠 🔁 Usage & Durat	ion 🕒 Fax Numbers
In left navigation, click the Fax 15 icon and then Reports 16 to view total fax page count for their entire organization and over desired interval, etc.	P	E Fax 3 History B Cover Pages 3 Catter Ds 2 Numbers 도 FaxBridges	10 13 14 17 14 15 14 14 14 14 14 14 14 14 14 14	3 pogas completia 1,488.87 minutes 04/01/24 - 04/06/25	
16		🕷 Reports	a Include subaccounts		
			Detailed Summary		
			Date Range	Status	
			■ 06/01/2023 - 06/21/2023	All	
			FaxSridge	User	
			showing All	Showing an	
			Direction All	Delivery Option	
			Breakdown by subdecounts		
			Generate Report		
		Contacts			
	CA	2 Users			
		22 API Keys			
		E CVARIOS			

View Fax Numbers

Click **Numbers** 17 to view all fax numbers, users and email addresses for the entire organization.

	5/3 Telnet	Q Search				\odot
C	Fax History Cover Pages	Number 🛆	Users	Account	Shows 1-1of1 by 30	v ()
17	Caller IDs	2484851971	🥫 jusergitelnetdev.com	Midwest Medical 3202346339	+	8
	S Blocked Numbers					
	E Contacts					
(C)	A APIKays					



Account Settings

Modify settings for all fax users within your organization. Click your avatar (lower left) followed by **Account Settings** ¹⁸. Then click the **Fax** ¹⁹ tab.

Adjust desired setting(s) and press Save.

	84 TELNET	Main Security Fax Webhooks		
•	A Your Settings	Fax Settings		
	Account Settings	Fax Coller ID	Fax CSID	
-	28 Custom Fields	2488019350 ~	Fabel Repair Ctr	
		Default number assignment ③		
		No default number		
		Cover Pages	Imail to fax	
		Display system cover pages	Email to Fax Enabled	
		Require Users to use Cover Pages for Outbound Faxes	Send immediate confirmation when sending Email To Fax	
			Enable extra security for Email To Fax	
		Fax Retention ①	Sender info displayed as:	
		12 months ~	Fax numbers only	
		Allow users to delete faxes		
		Maximum Fax Attempts		
		(default) v		
		Fax Header		
		Fax Header		
		Fax Number Caller M Date Company		
	Contacts	Date TO: Fax Number FROM Caller M		
	S. Users			
	₽ APIKeys			
CA) Events	Fax Bridge Settings		
	-	Show FaxBridges Page		

Note: For added security and HIPAA & SOC compliance, it is recommended to avoid sending fax content via email. Email notifications without any fax content is acceptable (ie, want to be notified that a fax was received).

Disable the **Email to Fax Enabled** 20 option:

	Email to Fax	
20	Con Email to Fax Enabled	
	Send immediate confirmation when sending Email To Fax	
	Coli Enable extra security for Email To Fax	?

Disable the Allow fax attachment in email notifications 21 option.

	Fax Notifications	
21>	Allow fax attachment in email notifications	
	Outbound fax status 🕕	Inbound fax status 🕕
	All	
	on Include copy of sent fax	Con Include copy of received fax



Two-Factor Authentication

As a Fax Admin, you can enforce Two-Factor Authentication for all users. Click the **Fax** 22 Icon, **Account Settings** 23 and then click the **Security** 24 tab. Set **Enforce Two-Factor** to **Account Level** 25 and click **Save**.



Refer to the <u>Digital Fax Quick Guide</u> for information on how users can add Two-Factor Authentication for added security. This associates the users mobile phone/SMS with the digital fax web portal login process.

End user 2 factor authentication steps:

- 1. Click **Security** from the top navigation.
- 2. Change your password in the **Update Password** section especially after first login.
- 3. For added security, click on **Configure** in the **Two-Factor Authentication** section and follow the steps to select SMS method, followed by entering your mobile phone number. Click **Send security code**. Retrieve 6 digit security code from mobile phone and enter it in spaces provided. Press **Submit**.
- Your mobile phone will now be required to access the fax portal.



FaxBridge Installation

Using a TelNet provided Digital FaxBridge? Please see the Installation Guide for more detail!