Digital Fax Reference Guide

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Sign in to the TelNet Digital Fax Web Portal

1. Visit https://www.telnetfax.com/
2. Sign in with your assigned TelNet Digital Fax username (your email address) and password.
3. Click **Sign In**

Send Outgoing Faxes

Send fax using TelNet Digital Fax web portal

1. In the left navigation menu, click Fax **1** and then click the Fax **2** submenu.

Complete The Steps Below

1. Enter **Fax Number** **3** of recipient.
2. Select desired **Cover Page.** **4**
3. Enter name of person or organization that you are sending the fax to in the **Deliver To** **5** field.
4. Enter **Subject** **6** and **Notes** **7** if applicable.
5. Add desired file(s) in the **Attachments** **8** section (click in field or drag & drop file).
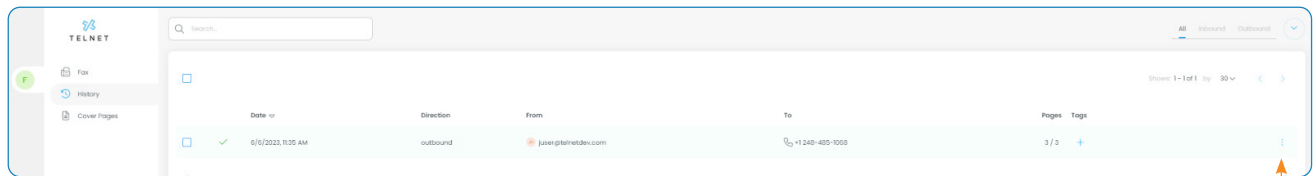6. Click **Send.** **9**
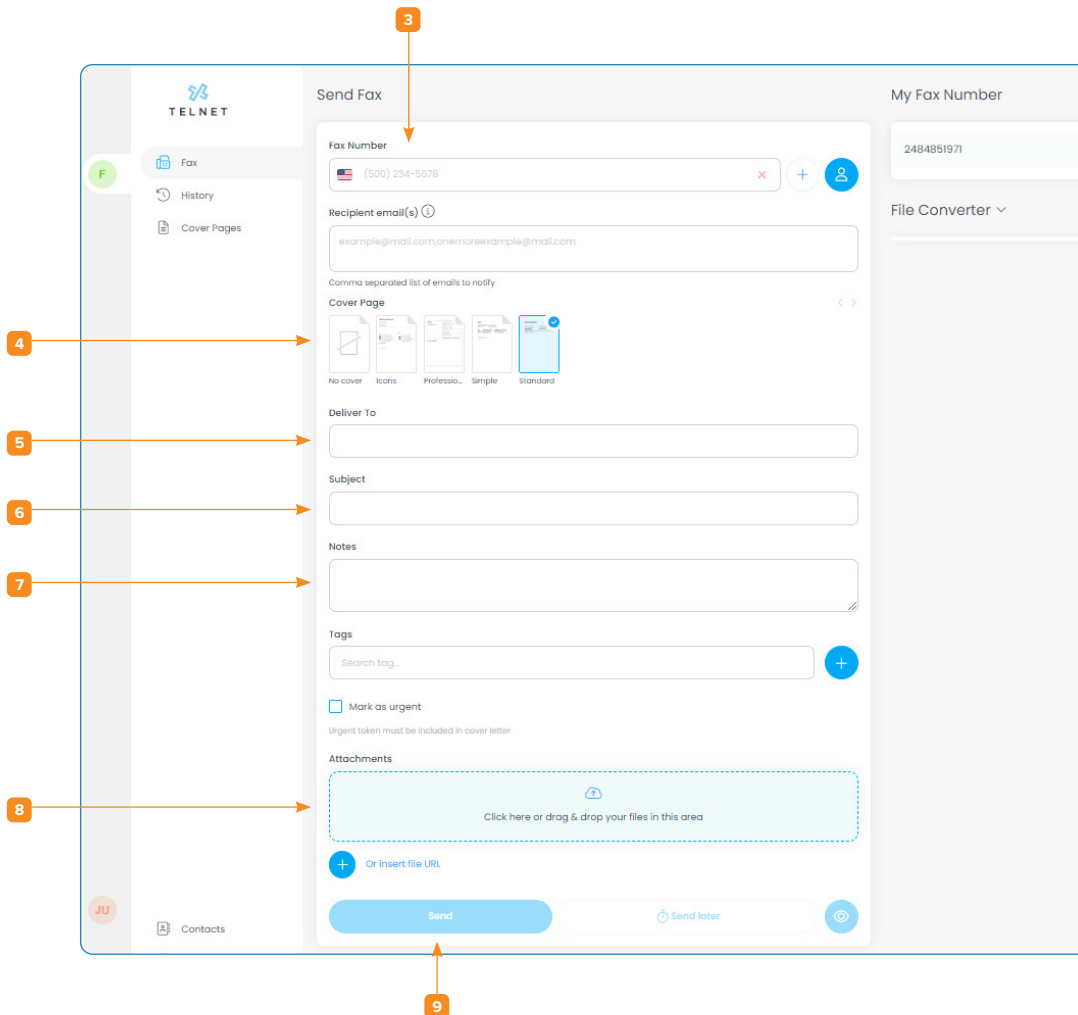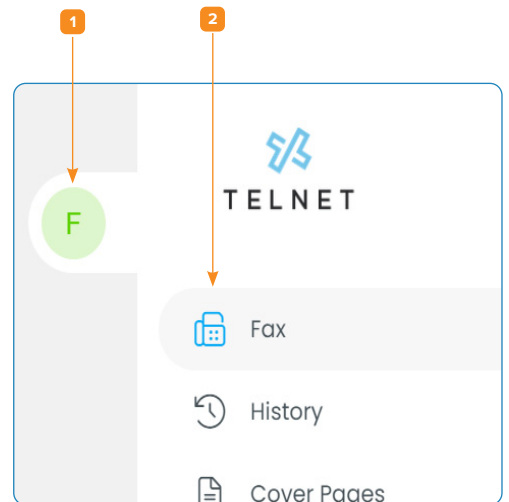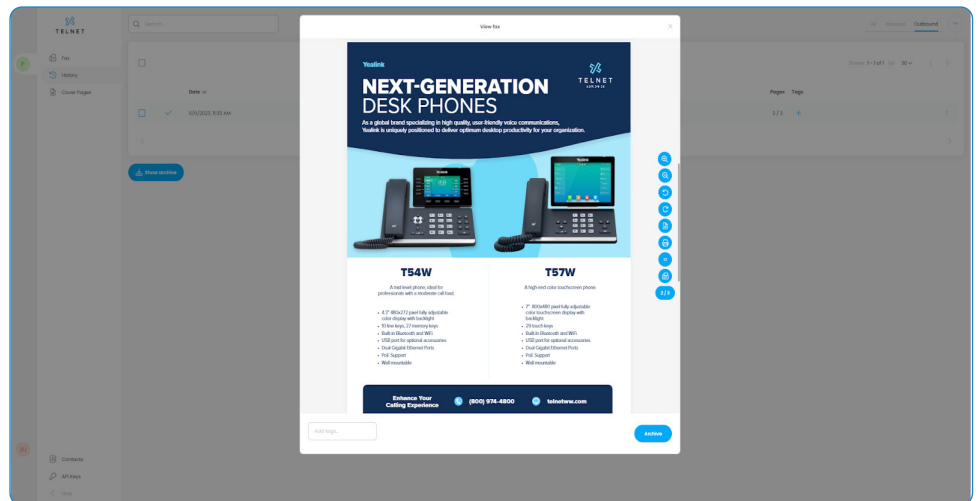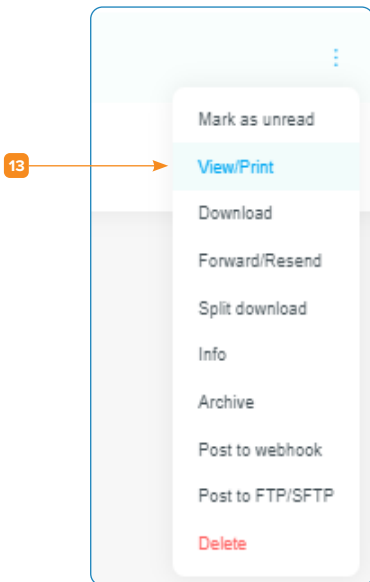
View Fax History

1. In left navigation, click **Fax** 10 and then click the **History** 11 submenu
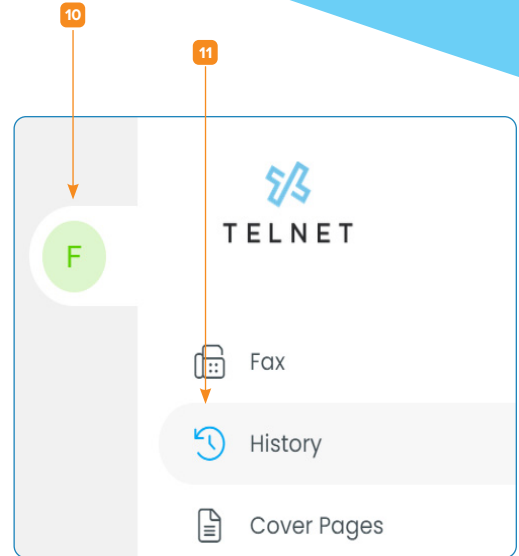
A list of recent inbound and outbound faxes will be displayed.

Select the desired fax and click the **ellipses** near the far right 12 . Click **ViewPrint** to display the fax 13 .

NOTE: Several additional options are available in the submenu to **Download**, **Resend**, view detailed **Info** and **Delete** faxes There are also several options on the right side of the fax to **rotate**, **zoom**, **print**, etc.

Click any of the column headings to sort faxes by **Date**, **Direction**, etc.

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Search for Faxes

In the left navigation, click **Fax** `14` then click the **History** `15` submenu.
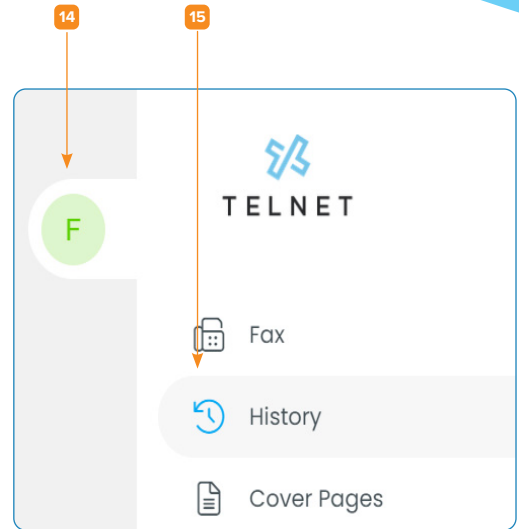
Type desired fax number in the **Search** `16` field at top navigation and press **enter**. This can be a subset of the fax number.
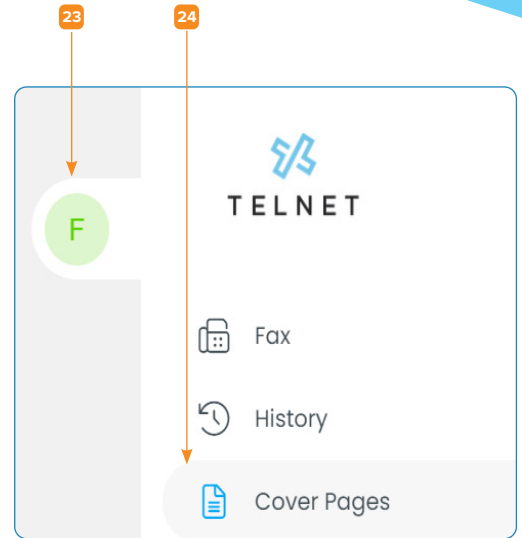
Click the down arrow in the upper right corner to search by **Date Range** `17`, **Status** `18` or **Tag** `19`.

Near the upper right corner, click **All** `20`, **Inbound** `21` or **Outbound** `22` options to display/filter faxes by direction.
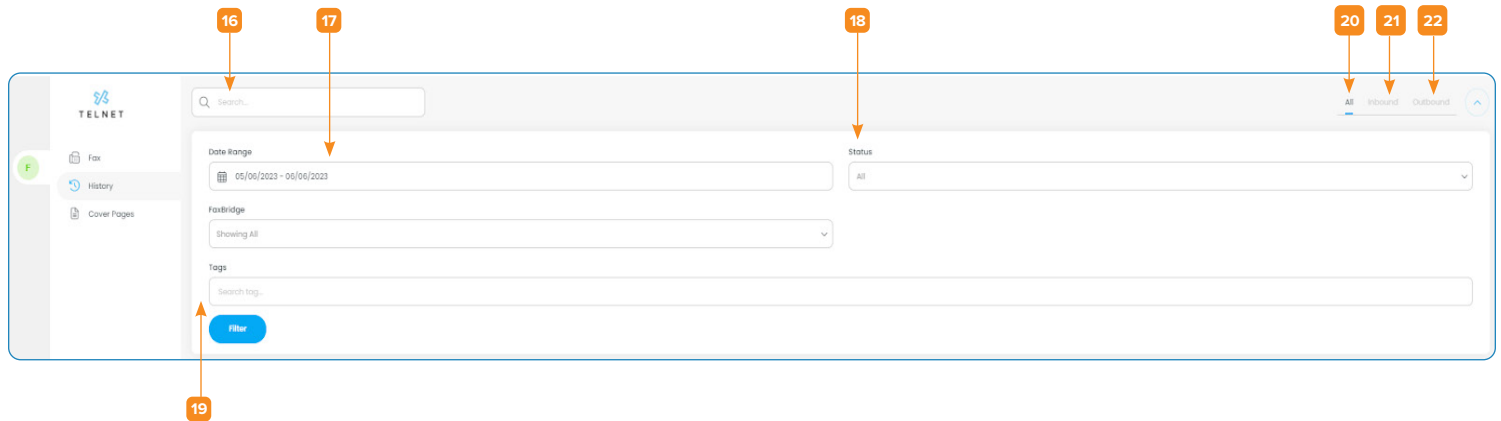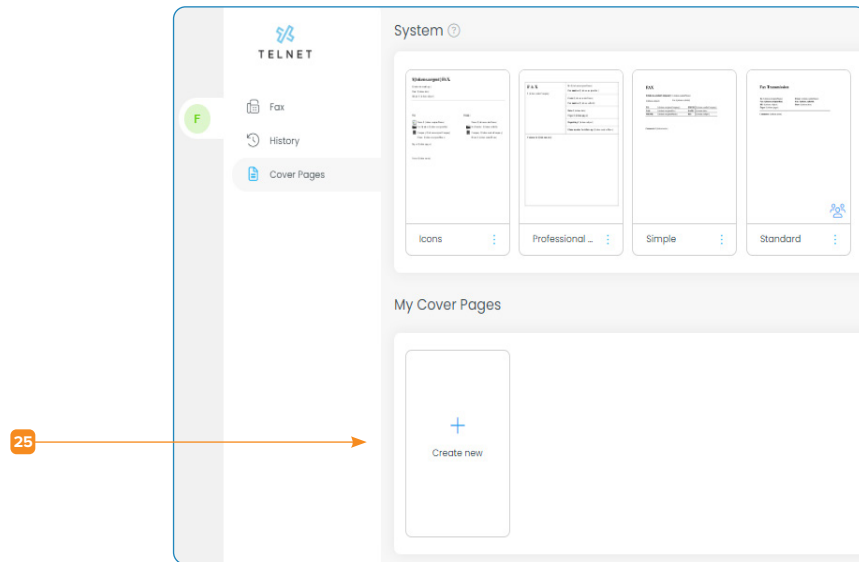
Cover Pages

In the left navigation, click **Fax** 23 then click the **Cover Page** 24 submenu.

Several system cover pages are provided. Click the desired system template to preview the layout. Click the **Create new** 25 option to create a customized cover page.
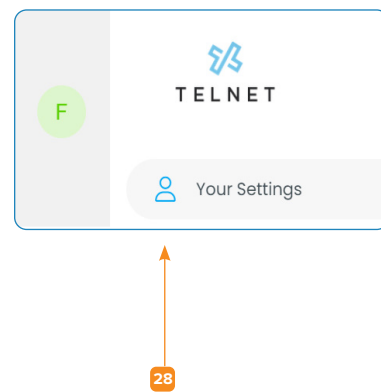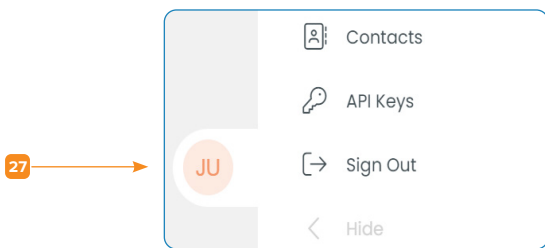
Select an existing template as a starting point or choose the option to **Create from scratch** [26]. Enter name for cover page template and the click **Done**.
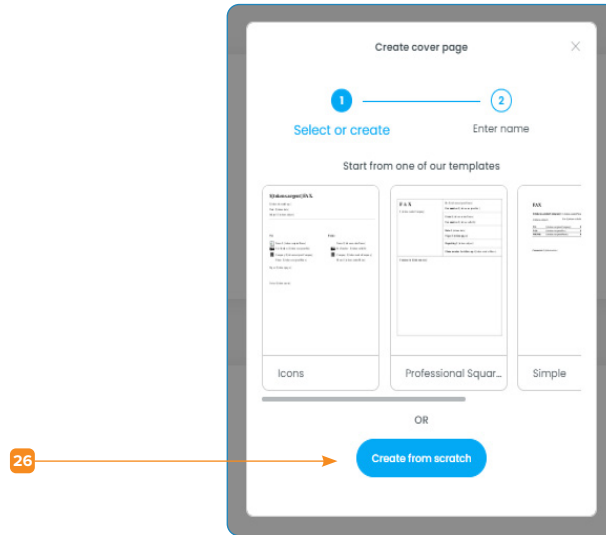
Settings

In the left navigation near the lower left corner, click your **Avatar** [27]. Click **Your Settings** [28] near the top of the left navigation.

In the top navigation, click the **Profile** 28 tab. Use this tab to update items such as **Name** 29 and **Email** 30 address and also set **Color mode** 31 .
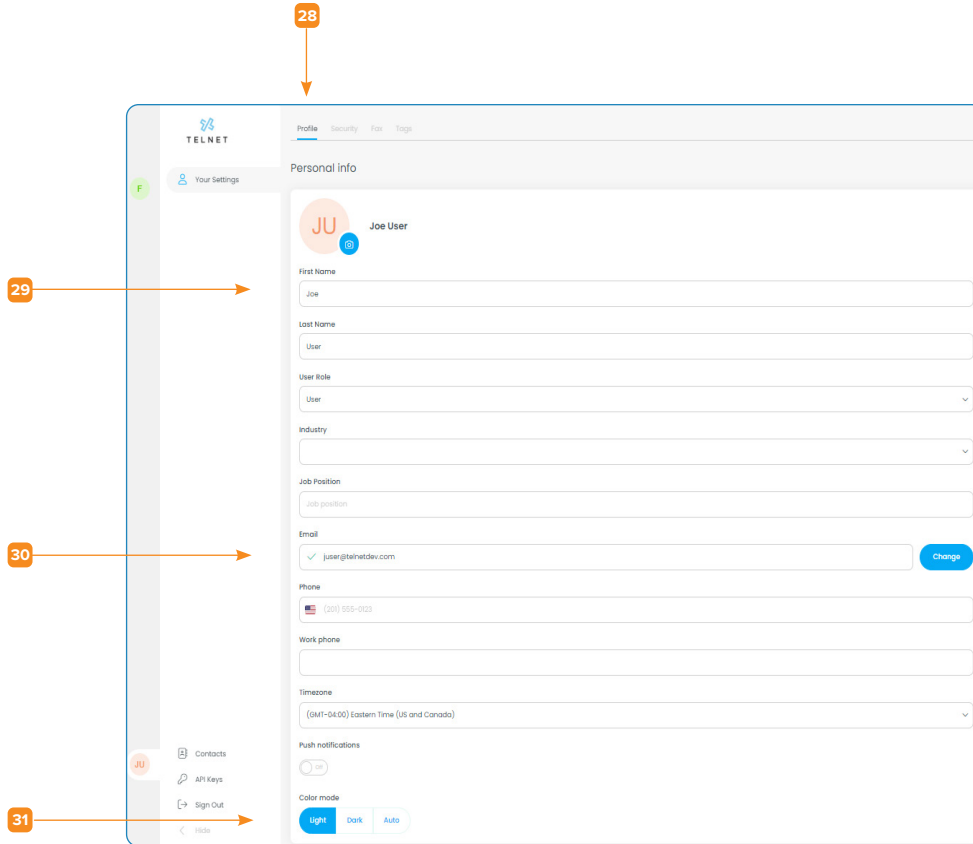
In the top navigation, click the **Security** 32 tab. Use this tab to update **Password** 33 and for added security, enable **Two-Factor Authentication** 34 .
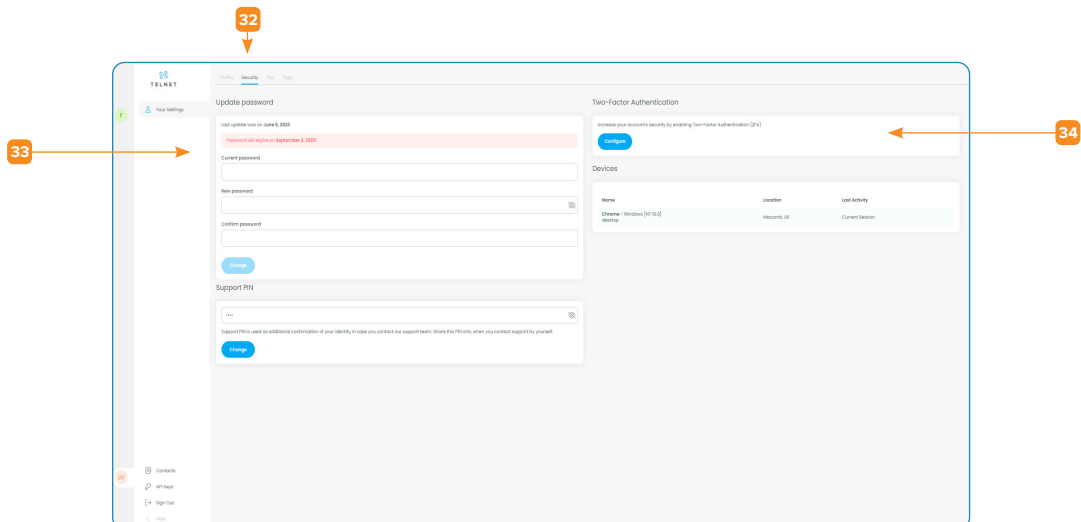
In the top navigation, click the **Fax** [35] tab. Use this tab to update **Caller ID** [36] information and change **Email Notifications** [37] settings
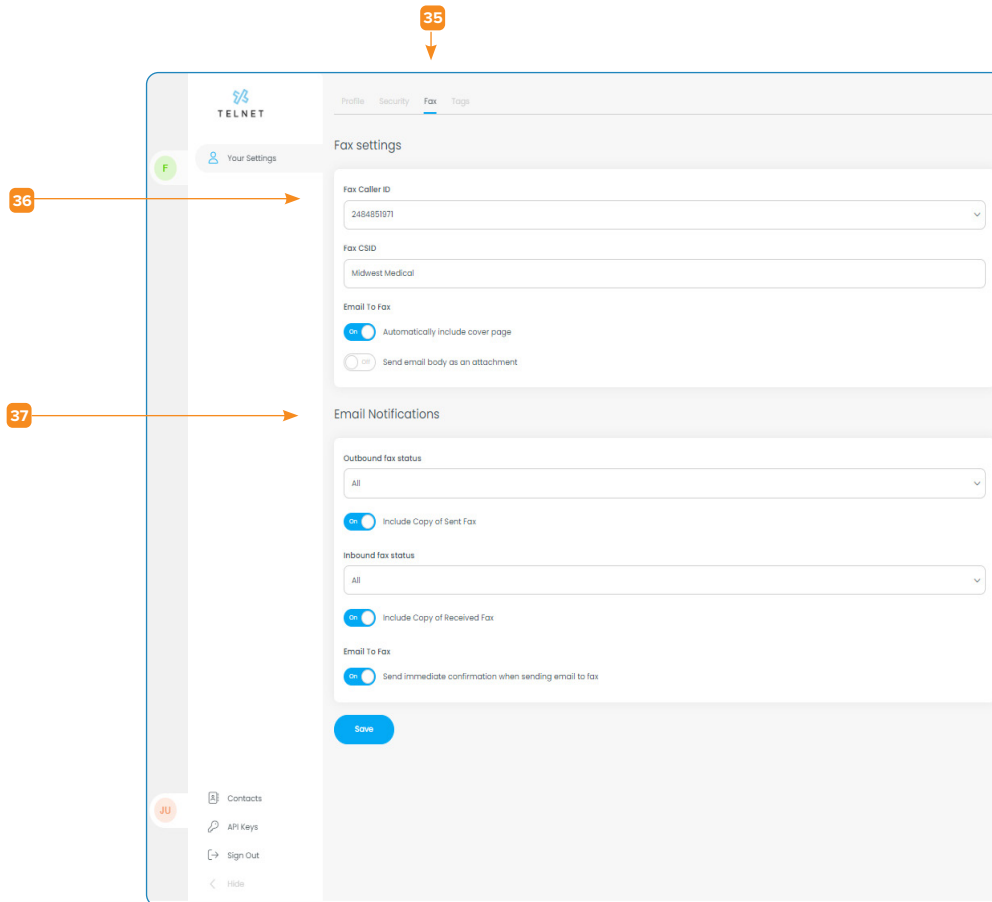
Contacts

In the left navigation near bottom, click **Contacts** 38 . Click the **Create** 39 button near the upper right corner to add contacts. Enter **Name** 40 and **Fax number** 41 . Press **Create** 42 to add the contact. The contact can later be selected from a list when sending faxes.
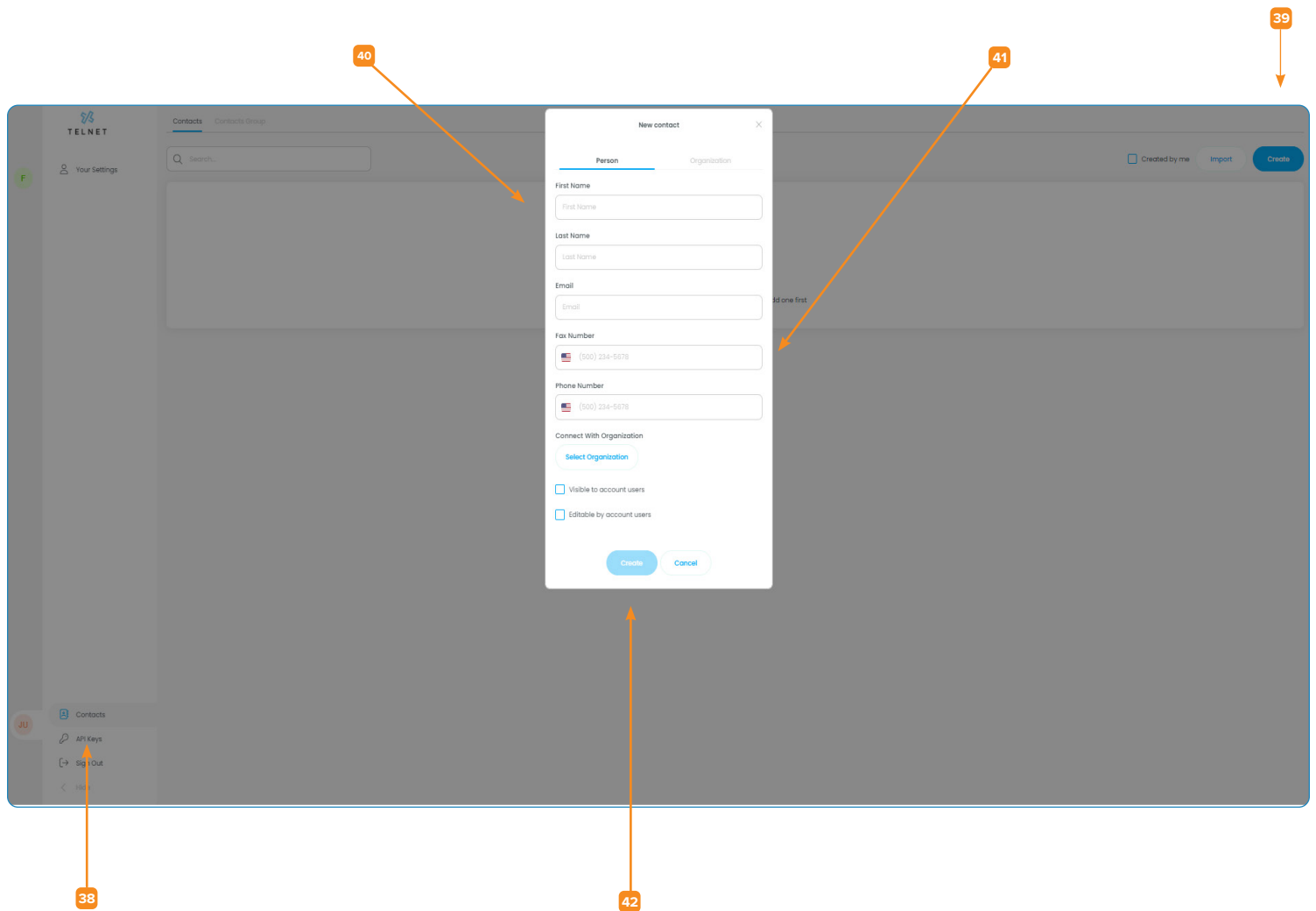
HIPAA Compliance

For added security, it is recommended to not send fax content via email. Click **Your Settings** [43], and then click the **Fax** [44] tab. Disable the settings below:
- Send email body as an attachment
- Include Copy of Sent Fax
- Include Copy of Received Fax

Note: that email notifications that a fax was sent or received (without including actual fax content/pages) are still acceptable.

Note: refer to customer sys admin guide to modify settings for all users within your organization.
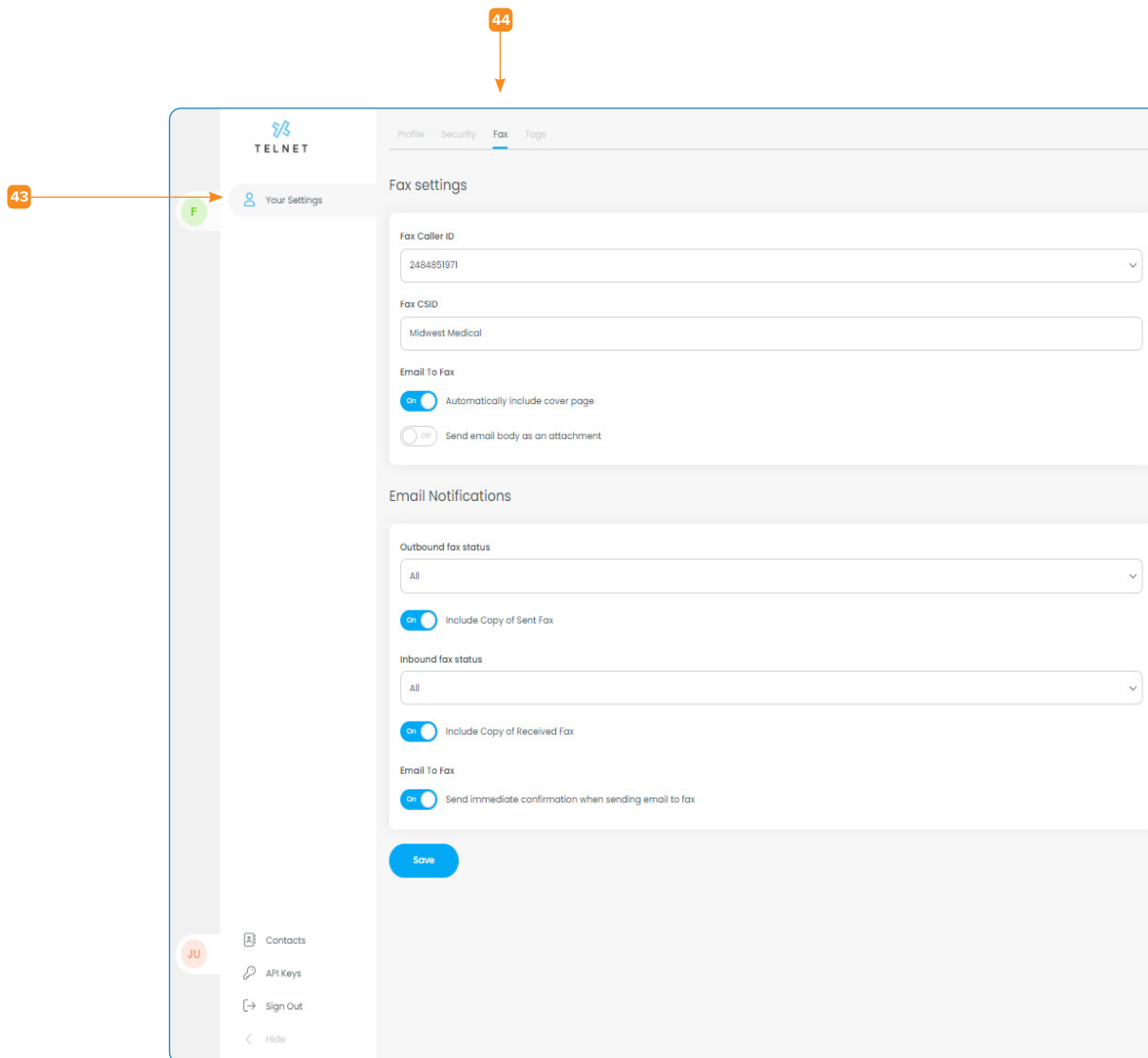
Fax Using Email

Sending 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. Enter 1 + the 10 digit fax number. Eleven digits must be used, or your fax will not be sent.
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.

Receiving Fax using email

1. In Outlook, Gmail, or your preferred email client, simply access your inbox to view faxes as they become available.
2. View email and open attachment.

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. If they don't match, users will not be able to send outbound faxes from within email clients such as Gmail, Outlook, Yahoo, etc.

Send fax from your fax machine using a TelNet Fax Machine Connector

1. If you have installed a TelNet Fax Machine Connector 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. Press the Send button.
4. Look for an email notification with fax success or failure message