FAX APPLICATION
How to Guide

WELCOME TO CTC VFAX

Within this document, you will learn how to setup and manage your account, as well as to send and review received faxes.

**AFTER REQUESTING VFAX SERVICE**

After you have requested a VFAX service, our Provisioning team will begin building your user account within the system.

At the time your account is created, you will receive an email from 'noreply@ faxingportal.com'. (You may need to check your junk folders). This will include a link to finish setting up your account.

You will be asked to setup a password. Once you assign a password, you will be brought into your Fax Dashboard.
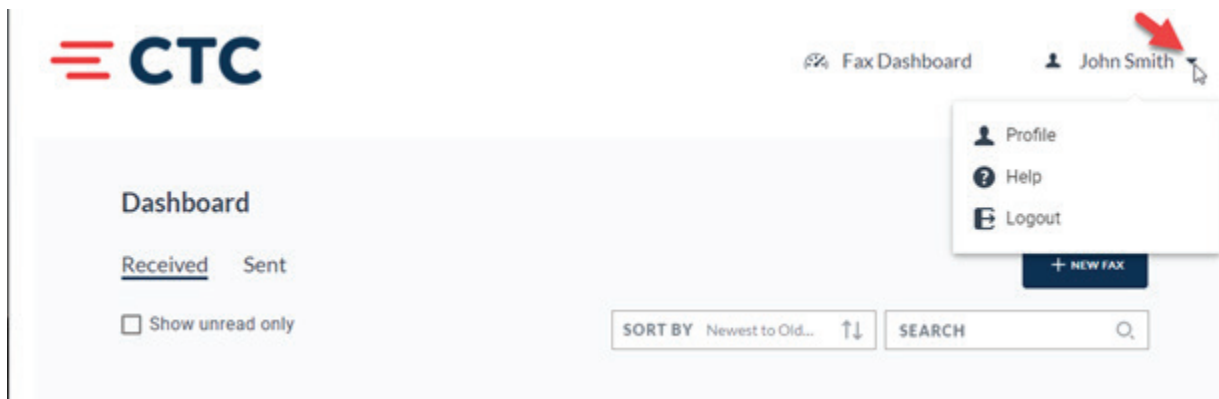
You can now access the VFAX service at fax.brainerd.net.

A CTC representative will email you directly once your number is fully operational within the VFAX platform. This can take a few days to become fully active.
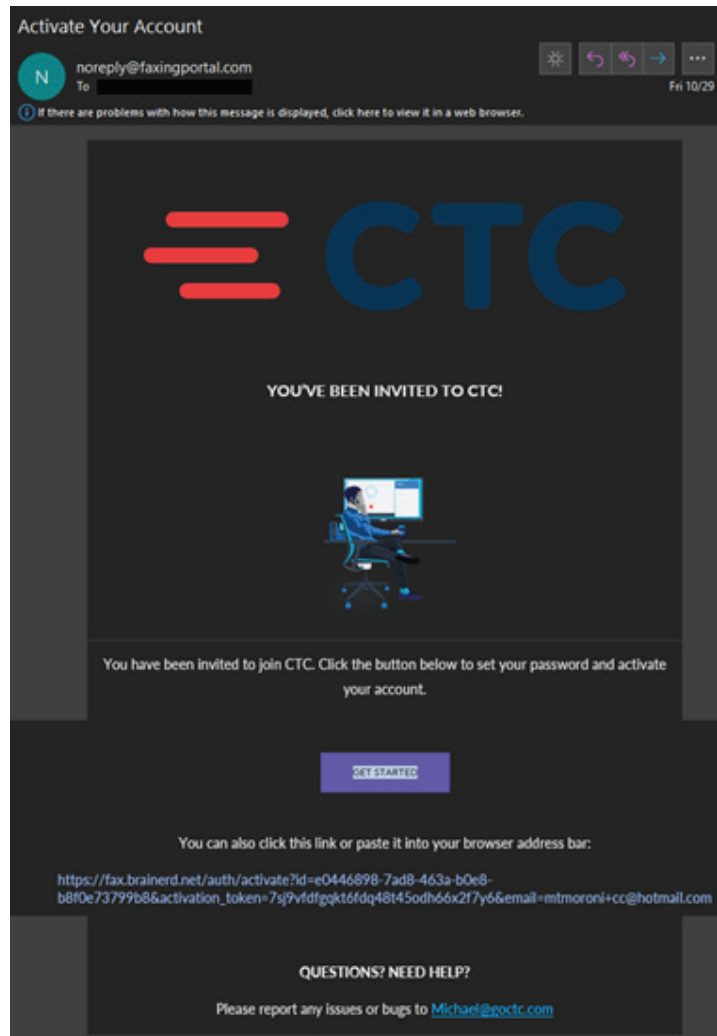
PROFILE
In the upper right, you will see your name with a drop down menu. Select the drop down arrow.

By clicking on 'Profile', you will have access to a number of items:

Edit Profile
This allows you to change the email address that you use to access your VFAX service, as well as the email address you receive your notifications at. You can also change the way your first or last name appears.

Change Password
This allows you to change your current password to access your VFAX service.
- Forgot your password? Access fax.brainerd.net and click on "Forgot your Password?" link.

Profile Details
This will show you all of the fax numbers you have access to.

Notifications
This allows you to select the type of email notifications you will receive:

Incoming Fax Email Notifications
- Direct Fax lines – Any direct fax line that you have will send you an email notification that you received a fax. If your fax line is a 'Non-Compliant' fax number, you will also receive a pdf attachment of the fax. If your fax line is 'Compliant', you will need to log in to fax.brainerd.net to retrieve the fax.

- Group fax lines – Any group fax number that you have access to will send you an email that you received a fax. If your fax line is a 'Non-Compliant' fax number, you will also receive a pdf attachment of the fax. If your fax line is 'Compliant', you will need to log in to fax.brainerd.net to retrieve the fax.

    NOTE: By unclicking either of these, you will no longer receive those notifications of a received fax.

Outgoing Fax Email Notifications
- You can receive an email notification on any outgoing fax that you are associated with (direct or group fax lines).

FAX DASHBOARD

The Fax Dashboard is your homepage in the application and where you will spend majority of your time. This page allows you to quickly toggle between your sent and received faxes for viewing while also providing access to sending new faxes.

When a fax is selected from your dashboard a window will slide out from the right side of the screen to reveal information about the fax. You can sort through the faxes from newest to oldest or vice versa and can choose to click the "show successful only" box to view only the faxes that completed successfully.

RECEIVED

The received page shows all faxing calls that were made to either your direct line or any of your group lines.

When taking a closer look at any of the received fax "windows" there are several pieces of information to notice. The "from" number, which in the picture below is 224-263-5774. Next, it shows that the fax was sent to Lexy's direct line since it says her name under the "To". Finally, when looking at the right-hand side of the fax window, it shows the number of pages that were sent, the date and the time.
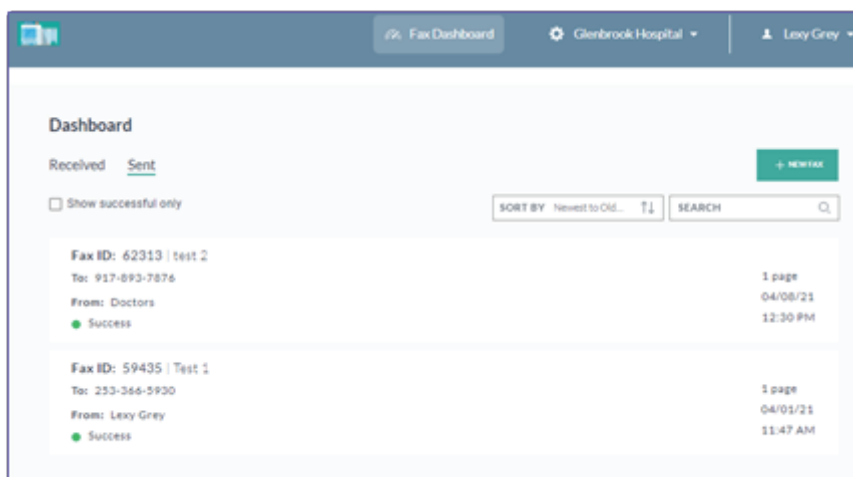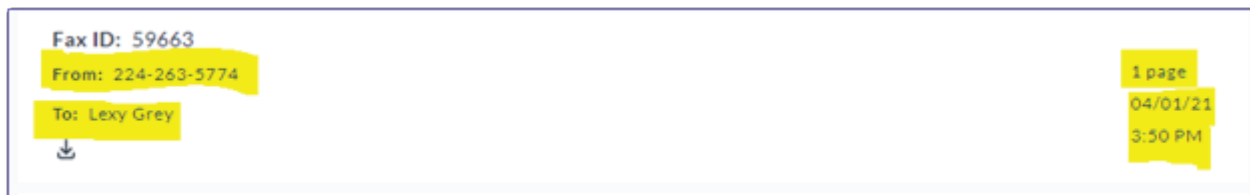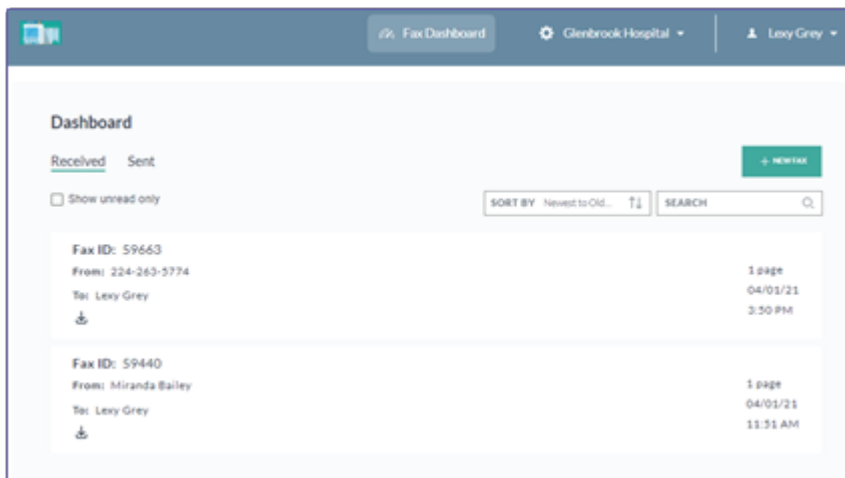
SENT

The send page might look the same at the received page with a couple of differences. First, sent faxes will show the name you have assigned them (please see explanation on "fax name" under the "sending a fax" section). Second, sent faxes will show the fax status and indicate if a fax was sent successfully or if it failed.

Clicking on any fax window on your dashboard provides you with additional information and meta-data about your fax. If the fax failed, you'll be able to see the reason for failure here. Additionally, you can resend faxes that are available via this screen by selecting the Resend Fax button.
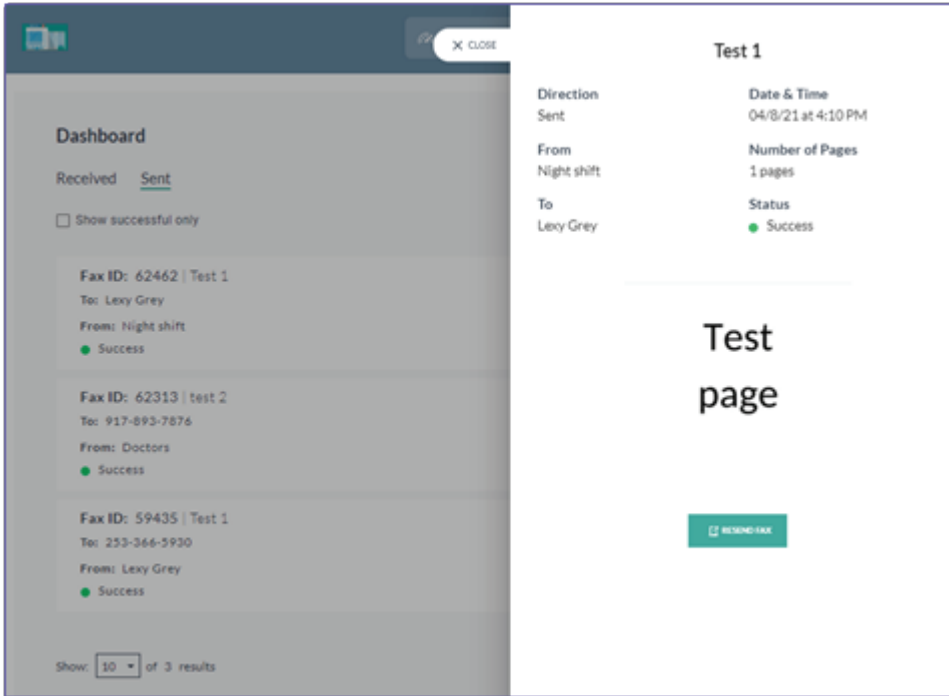
For a quick overview of the dashboard and onboarding click on the link:
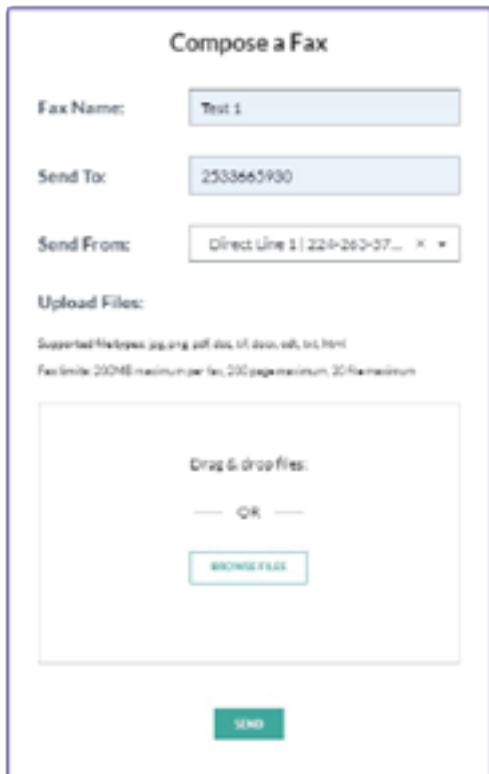https://www.loom.com/share/1e8036ff32d84aeabf6f9046fe091d72

SENDING A FAX

To send a fax select the +New Fax button on your dashboard. This button is available on both the send and the received version of the dashboard. Upon clicking the New Fax button, a window will appear on the right side of your screen.
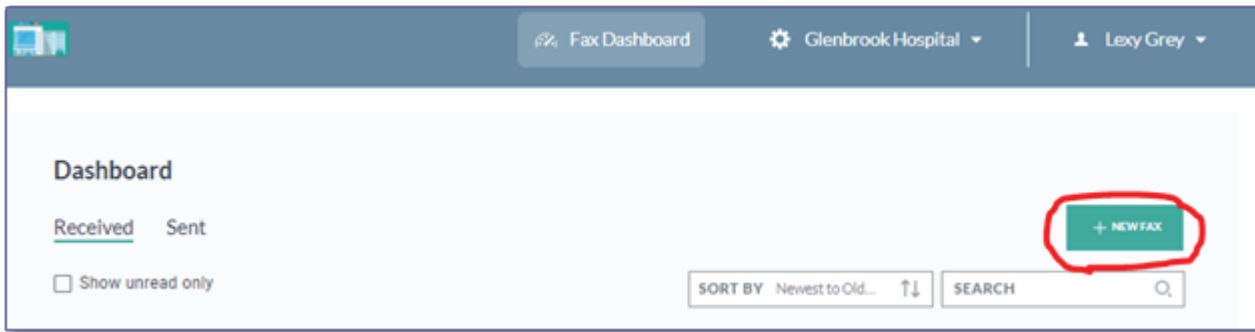
The application allows you to create an identifying name for your fax so that you can find the fax at a later time. This "Fax Name" is used internally for you only and will not appear on your fax.

After adding a "Fax Name", input the number that you want to send the fax To and select a number to use as your From number. You might have Direct Lines and Group Lines.

To add files to your fax you can either drag and drop files into the window or select the "Browse Files" button. The application supports twenty files to be added to a single fax. When ready, click send.

The application supports the following file formats:
- jpg/jpeg
- png
- pdf
- doc
- tif/tiff
- docx
- odt
- txt

Faxes that are in the process of sending will show up in your fax dashboard with their status.

> **Fax ID:** 62462 | Test 1
> **To:** Lexy Grey
> **From:** Night shift   04/08/21
> ● In Progress   4:10 PM

When the fax has completed the status will be marked with a final status of either Success or Failure.

> **Fax ID:** 62462 | Test 1
> **To:** Lexy Grey   1 page
> **From:** Night shift   04/08/21
> ● Success   4:10 PM

To watch how to send a fax click on the link below:
https://www.loom.com/share/d6b9a48c588146dfa7ed2709a4bac851