

NetFortris

CommUnity



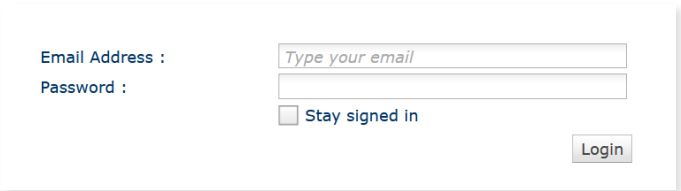
Paperless Fax Portal User Guide

GETTING STARTED

Paperless Fax Portal eliminates the need for fax machine, paper, or a wired phone line while delivering HIPAA compliant and encrypted faxes to protect personal information. The portal creates an audit trail of all inbound/outbound faxes with real-time tracking to see if the fax has been sent, sitting in their inbox, or viewed.

LOGGING IN

1. Open your Web browser and go to <http://fax.netfortris.com/>.
2. Enter the **Email address** associated to your account. If you don't know which email is associated with your account, contact technical support.
3. Enter your **Password**.
4. If needed, check the **Stay signed in** box to save login credentials for faster access. Click **Login**.



Email Address :

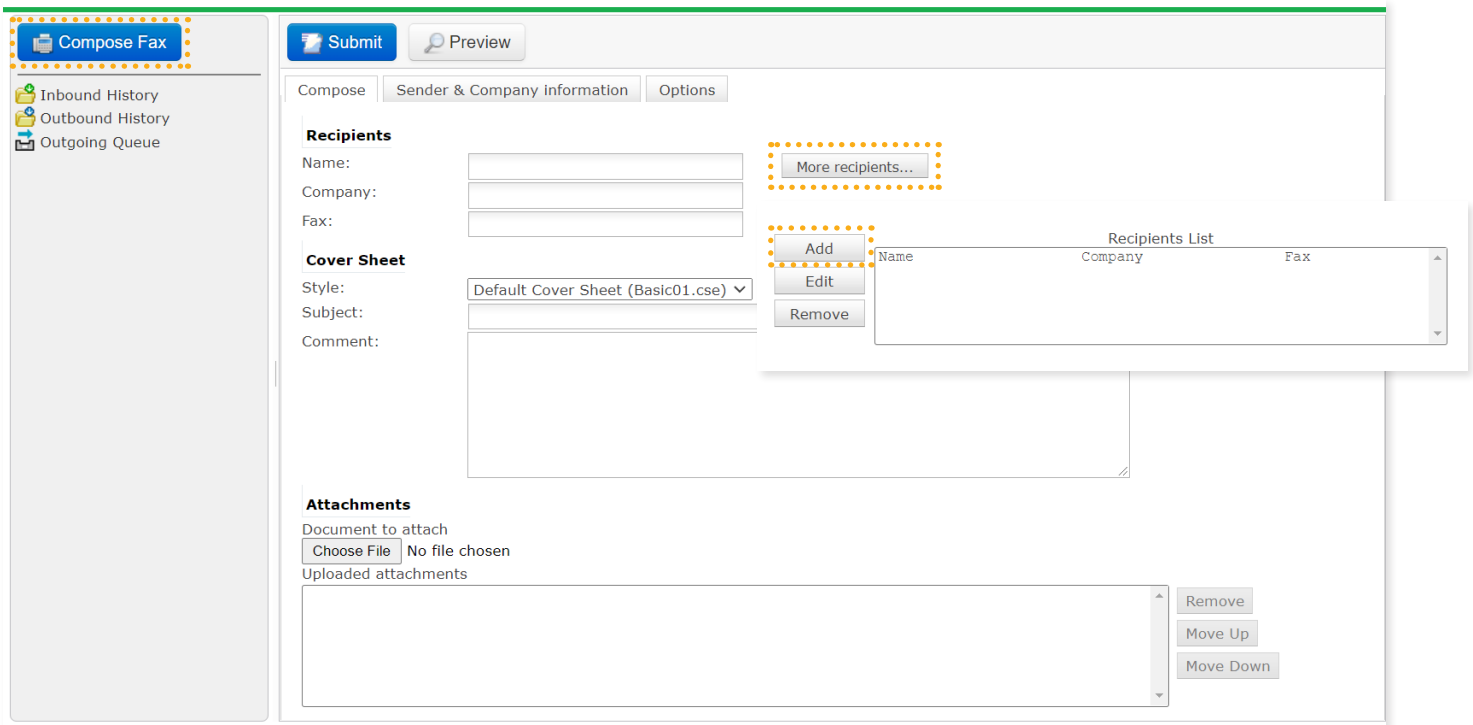
Password :

Stay signed in

Login

CREATING AND SENDING A FAX

1. Once logged in, click the blue **Compose Fax** button the Inbound History page .
2. In the Compose tab, enter the Name, Company, and Fax Number of the recipient
3. For multiple recipients, click the **More Recipients** button. A new section will appear to the right of the Recipients fields.
4. Enter the recipient's information in the information fields then click **Add** when completed.
5. Repeat step 4 for every fax recipient.



Compose Fax

Inbound History
Outbound History
Outgoing Queue

Submit Preview

Compose Sender & Company information Options

Recipients

Name:

Company:

Fax:

Cover Sheet

Style: Default Cover Sheet (Basic01.cse)

Subject:

Comment:

Attachments

Document to attach

Choose File No file chosen

Uploaded attachments

Remove Move Up Move Down

Recipients List

Name	Company	Fax

- Once one or more recipients have been added, enter the **Subject** of the fax.
- Enter the message contents in the **Comment** section.
- If you don't want to append a cover sheet to the fax select **None** from the **Style** dropdown under **Cover Sheet**.

The screenshot shows the 'Cover Sheet' section with a dropdown menu set to 'Default Cover Sheet (Basic01.cse)', a 'Subject' text field, and a 'Comment' text area. Below it is the 'Attachments' section, which includes a 'Document to attach' area with a 'Choose File' button and 'No file chosen' text, and an 'Uploaded attachments' list that is currently empty. To the right of the list are 'Remove', 'Move Up', and 'Move Down' buttons.

- To add one attachment to a fax being sent, click **Choose File** and select a file to upload.
- If there are multiple attachments, click the **More Attachments** button. A new section will appear below the Attachments section
- Click **Choose File** and choose the file you wish to upload, then click **Add**.

This screenshot shows the 'Attachments' section after two files have been uploaded. The 'Uploaded attachments' list contains 'CPNI Authentication Information Form.pdf' and 'Field Marketing Request Form.pdf'. The 'Add' button in the right-hand menu is highlighted with a dashed orange border, indicating it is the next step in the process.

- Repeat step 11 for every fax attachment.
- You may use the **Move Up** and **Move Down** buttons to modify the order of the attachments.
- To delete an attachment, select an attachment, then click **Remove**.
- Once ready to send, click the **Submit** button located above the **Compose** tab. When sending a fax, the web portal confirms the sending status with a Broadcast ID confirmation similar to this:

The confirmation message is displayed in a box with a blue border. It contains two sections: 'Fax submitted' with the text 'Fax successfully queued for delivery; Broadcast ID is 96685DD7-2253-4E71-A369-B52F7E736C32-1403211-BR' and 'New Recipients' with the text 'The following recipients do not exist in your personal contacts, please check the contacts you want to add:' followed by a list item: 'Test Name, Test Company, 1235556789' with an unchecked checkbox.

INBOUND HISTORY

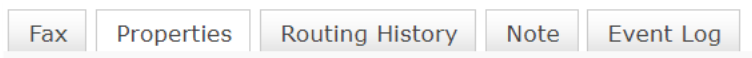
The Inbound History page displays all faxes you have received on the Paperless Fax system. The Inbound History page has the following controls:

- **Search:** User has the search capability of including or excluding specific keywords in a search expression much like a search engine. The following table provides further details on search parameters that can be used in this field.
- **Sort:** Allows user to sort fax list according to pre-defined values
 - Status
 - Time
 - To
 - From
- **Fax List:** Displays basic information from all the faxes user has received
 - Received fax status.
 - From information or Remote CSID.
 - To: information or destination fax number.
 - Number of pages contained in the fax.
 - Date of reception (or the time if received on the current day).

Clicking on any fax will display fax details.

VIEWING INBOUND FAX DETAILS

To view the details of a received fax, click the entry from the Inbound History page
Inbound fax details are divided into five tabs



FAX

This tab shows the content of a received fax. The contents of a received fax cannot be edited. The following controls are available:

View fax in page mode (for reading)	On multiple-page faxes, selects the page number with arrows or through an input field.	Rotate all pages by 180 degrees (upside down	Fit vertically in the window
View fax in thumbnail mode (for global overview and page selection)	Rotate all pages by 180 degrees (upside down)	Fit horizontally in the window	Zooms page(s) with a sliding control or through percentage input in field

PROPERTIES

This tab shows the fax information:

Fax	Properties	Routing History	Note	Event Log
General Information				
Status	Received			
From (ANI)	9524969049			
To (DID)	4152871601			
Transaction ID	96685DD7-2253-4E71-A369-B52F7E736C32-1410185-IF			
Transmission Information				
Remote Fax Identifier (CSID)	9524969049			
Fax Transmission Duration	6 minutes 5 seconds (at 14400 bps)			
Time and Size Information				
Received Time	Wednesday, December 8, 2021 11:54 AM			More info
Pages Received	15			
Custom				

ROUTING HISTORY

This tab shows the routing information and history for this fax

Fax	Properties	Routing History	Note	Event Log
Received From Fax System @ Wednesday, December 8, 2021 11:54 AM				
Forwarded To				
User	From : john.doe@global.com	Wednesday, December 8, 2021 4:43 PM		
	To : layla.rutherford@acme.com	Operation completed successfully		
User	From : john.doe@global.com	Wednesday, December 8, 2021 4:43 PM		
	To : charles.cave@company.com	Operation completed successfully		

NOTE

This tab allows users to add personal text notes to Inbound and Outbound faxes. Click the Save button to save the note.

Fax
Properties
Routing History
Note
Event Log

Note

Reminders, search items, or a note to a colleague.

Save

EVENT LOG

This tab displays all events that occurred and all actions that were performed on the current fax

Fax
Properties
Routing History
Note
Event Log

Date and Time	Action	By
Wednesday, December 8, 2021 11:54 AM	Fax received i	Fax System
Wednesday, December 8, 2021 11:54 AM	Routed to user i	Fax System
Wednesday, December 8, 2021 11:54 AM	Email notification i	Fax System
Wednesday, December 8, 2021 12:15 PM	Fax viewed	sophia.mio@netfortris.com
Wednesday, December 8, 2021 3:50 PM	Fax viewed	sophia.mio@netfortris.com

Date and Time: Dec 8 2021 09:54:41 AM PST
 By: Fax System
 Action: Fax received

Pages received: 15
 Start: Dec 8 2021 09:48:36 AM PST
 End: Dec 8 2021 09:54:41 AM PST
 Duration: 365
 Speed: 14400

Export

OUTBOUND HISTORY

The **Outbound History** page displays all faxes you have sent via the web portal or authorized email accounts on the Paperless Fax system. This page functions in the same way as the Inbound History page.

The screenshot shows the 'Outbound History' page. On the left is a sidebar with a 'Compose Fax' button and three menu items: 'Inbound History', 'Outbound History' (which is selected), and 'Outgoing Queue'. The main content area has a search bar, a 'Search' button, and a 'Date' dropdown set to 'All'. Below this is a 'Status' dropdown set to 'All' with a 'Reset' link. The 'Folder view' is set to 'Current' with a 'Deleted' link. Action buttons include 'Resubmit', 'Delete', and 'More Actions'. A refresh button is also present. Navigation controls show '1 to 1 of 1'. The list is sorted by 'Time'. One entry is shown: 'Sent' with '(No Subject)', '10:34 am', and 'To: 1235556789'.

The **Outbound Queue** page displays any fax currently being sent or waiting to be sent. This page functions in the same way as the Inbound History page.

The screenshot shows the 'Outbound Queue' page. The sidebar is identical to the previous page. The main content area has a search bar, a 'Search' button, and a 'Date' dropdown set to 'All'. Below this is a 'Priority' dropdown set to 'All' with a 'Reset' link. Action buttons include 'Retry now' and 'Cancel'. A refresh button is also present. Navigation controls show '1 to 1 of 1'. The list is sorted by 'Time'. One entry is shown: 'Waiting to retry' with '(No Subject)', '0/1 page', '04:34 pm', and 'To: 1235556789'.