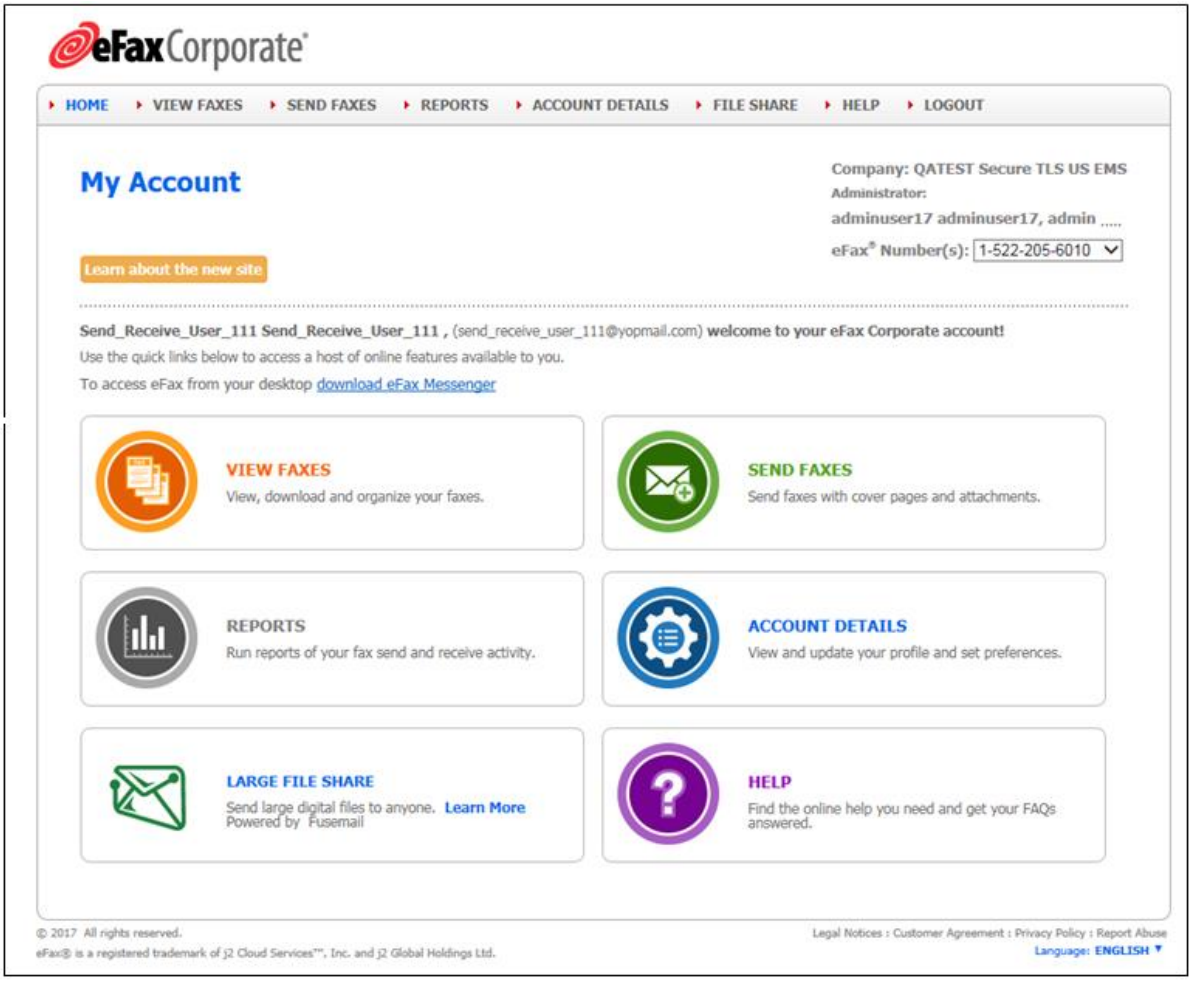
eFax Corporate® Users – GETTING STARTED

eFax Corporate® delivers the convenience of digital faxing anytime, anywhere. Your membership includes access to eFax Corporate "My Account" a sophisticated online-fax management tool that lets you easily view, send, and organize your faxes. It also provides advanced features, such as fax-sending, fax-forwarding, and contact management, to help you get the most out of your account.



***My Account** page*

- **VIEW FAXES** - You can view and manage your faxes in the Message Center.[1]
- **SEND FAXES** – You can send faxes from the Message Center.
- **REPORTS** – You can run reports of your fax send-and-receive activities.
- **ACCOUNT DETAILS**– You can manage your profile and account preferences.
- **LARGE-FILE SHARE** – You can share large files over the Internet, through eFax.
- **HELP** – You can find the online help you need, and get your FAQs answered.

[1] If you know your account lets you receive faxes as well as send them—and you do not see the **VIEW FAXES** link, click **ACCOUNT**, then the **Preferences** tab. Then, click the **Edit** link next to **Message Center: Display Messages**; and select **Yes**, then **Update**.

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Stated herein is information to help you get started with your eFax Corporate "My Account".

IMPORTANT! Add the **Next View** ( ) and **Previous View** ( ) icons to your toolbar at the top of the screen. Then, when you click a blue linked number or word to navigate to a cross-reference in this guide, you can click the **Previous View** button to return to where you were. (The **Next View** button takes you to where you just left.)

What do you want to do?

- Get started (see below).
- Learn about *eFax Messenger®* and how to download it (see below).
- Learn about faxing, via the Message Center (pg. **3**).
- Learn how to fax from an external email account (pg. **4**).
- Share large files (pg. **4**).
- View/update your account (pg. **5**).
- Run a report of your inbound/outbound-fax activity (pg. **5**).
- Get help (pg. **5**).
- Log out of the account (pg. **5**).
- Learn how to access your eFax account via your mobile device (pg. **5**).

Get Started

To:

- Log into your account.
- Change your password (PIN).
- Learn about *eFax Messenger* and how to download it.
- Receive a fax.
- Send a fax.
- Add another eFax number to your account.

...see *Get Started* in the eFax Corporate "My Account" online help, for instructions.

eFax® Messenger

To learn about *eFax Messenger®* and how to download it: See *About eFax Messenger* in the eFax Corporate "My Account" online help, for information and instructions.

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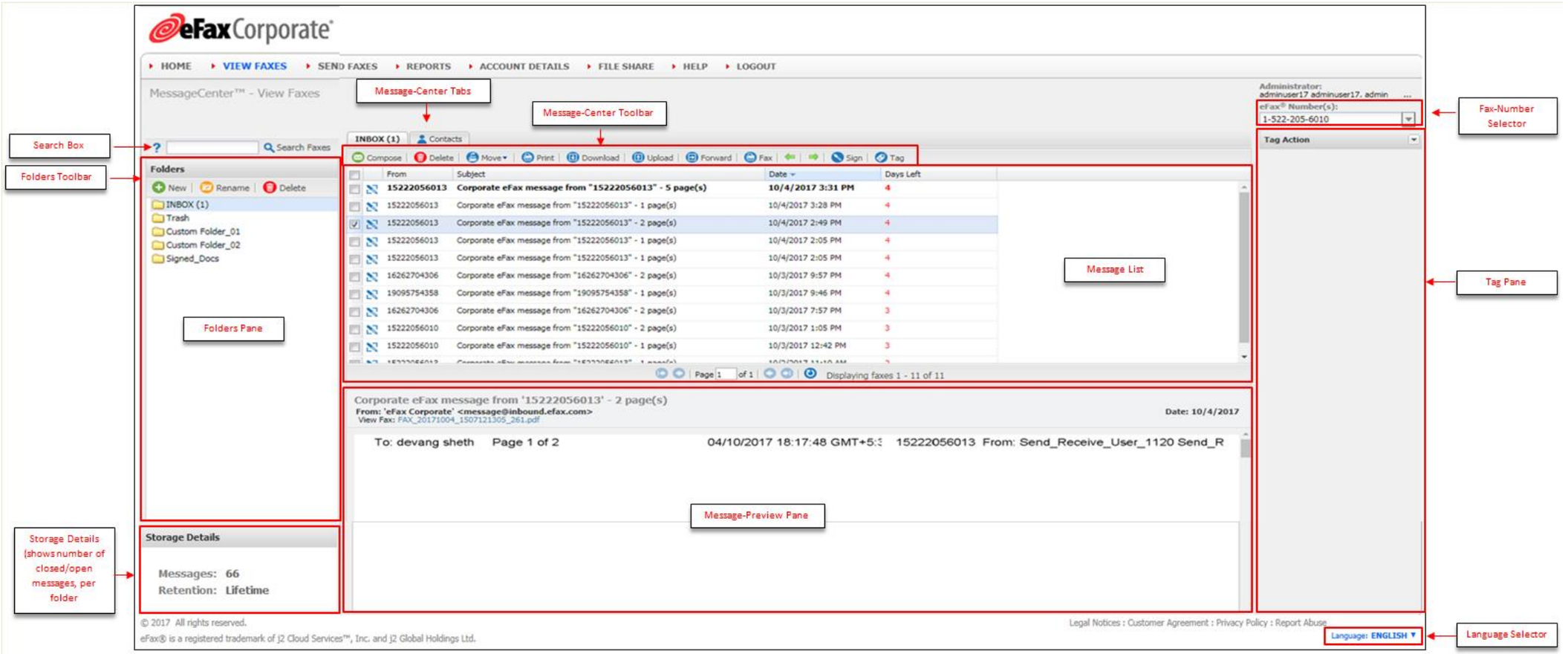
The Message Center



The Message Center

What do you want to do?

- See *About Faxes* (pg. **4**).
- See *About Fax Folders* (pg. **4**).
- See *About Contacts* (pg. **4**).

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About Faxes

To:

- Compose a fax.
- Upload documents (as well as tag, untag, forward. print, move, download, or delete a document).
- Create or delete an electronic signature or image.
- Sign, or add an image/text to, a fax or uploaded document.
- Add text to a fax or uploaded document.
- View a received fax.
- View, add, or remove tags to/from faxes.
- Search for a fax.
- Forward a fax.
- Resend a fax.
- Print a fax.
- Download a fax.
- Send a fax.
- See the supported file formats for fax attachments.
- Add a cover page to a fax.
- Delete a fax.

...see *About Faxes* in the eFax Corporate "My Account" online help, for instructions.

About Fax Folders

To organize your faxes—or create, rename, or delete a custom folder: See *About Fax Folders* in the eFax Corporate "My Account" online help, for instructions.

About Contacts

To import or export contacts, view/add or edit contact information; or delete a contact: See *About Contacts* in the eFax Corporate "My Account" online help, for instructions.

Using "eFax® by Email"

To receive or send a fax through an external email account: See *Using "eFax® By Email"* in the eFax Corporate "My Account" online help, for instructions.

Large-File Sharing

Large-File Sharing is a premium feature that offers a convenient way to exchange large files with people over the Internet. You can select one or more files up to 3GB (aggregate) for sharing with up to 20 people, upload them through **My Account**—and following the upload, eFax® sends an email with a download link to each of your recipients. Each recipient may download the file(s) up to five times, and the file(s) will be available for download for 90 days.

For instructions: See *Share Large Files* in the eFax Corporate "My Account" online help, for instructions.

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View/Update Your Account

To update your account preferences or customer profile—or add another fax number to your account: See *View/Update Your Account* in the eFax Corporate "My Account" online help, for instructions.

Run a Report

See *Run a Report of Your Inbound-/Outbound-Fax Activity* in the eFax Corporate "My Account" online help, for instructions.

Get Help

For the variety of ways you can obtain help with the application or your account: See *Get Help* in the eFax Corporate "My Account" online help, for instructions.

Log Out

For security reasons, be sure to log out your account when you want to end your online session. To do so: Click **Logout** in the upper-right corner under the header. (The secure **Login** page reappears.)

Mobile Faxing

To find out how you can access your eFax Corporate account via your favorite mobile device: See *Mobile Faxing with eFax* in the eFax Corporate "My Account" online help, for instructions. (**NOTE:** However, depending on your security settings, you may not be able to view your Message Center's stored faxes in the mobile app. Also, you can only send faxes if your administrator has enabled Send-capability for your account.)

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