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MyFaxCentral User Administration Guide



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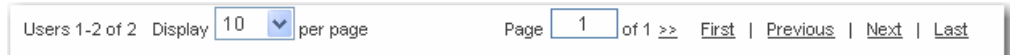
MyFaxCentral User Administration is the set of tools which is provided to enable one or more account administrators to manage multiple MyFax users in a single MyFax account.

Features are provided that enable an administrator to add and remove users, modify user settings, and even designate other users as additional administrators.

MyFaxCentral Common Controls

Navigation Controls

Page navigation controls are provided to make it easy to manage some of the longer MyFaxCentral reporting screens, such as the User Administration User Accounts page.

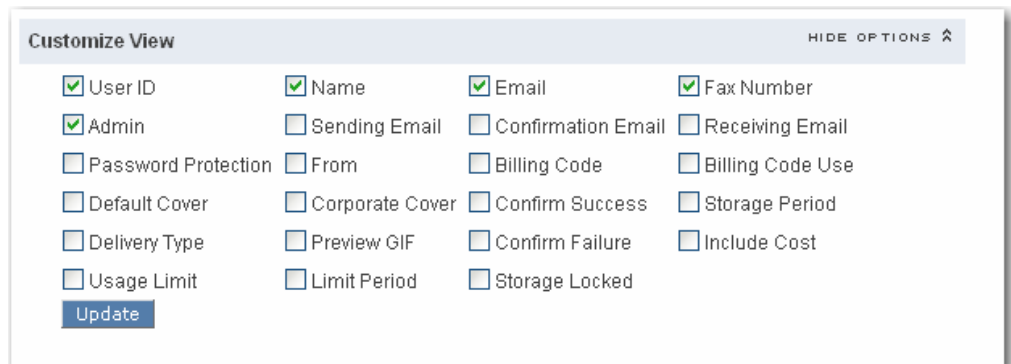


Users 1-2 of 2 Display per page Page of 1 >> [First](#) | [Previous](#) | [Next](#) | [Last](#)

You can adjust how many items are displayed on a given page, and easily see what page of information you are currently viewing. Use the First, Previous, Next, and Last buttons to move from page to page quickly and easily.

Customize View

You can use the options in the Customize View menu to change which columns are displayed. Click on Show Options if the column selection checkboxes are not visible, as shown below:



Customize View HIDE OPTIONS ^

<input checked="" type="checkbox"/> User ID	<input checked="" type="checkbox"/> Name	<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Fax Number
<input checked="" type="checkbox"/> Admin	<input type="checkbox"/> Sending Email	<input type="checkbox"/> Confirmation Email	<input type="checkbox"/> Receiving Email
<input type="checkbox"/> Password Protection	<input type="checkbox"/> From	<input type="checkbox"/> Billing Code	<input type="checkbox"/> Billing Code Use
<input type="checkbox"/> Default Cover	<input type="checkbox"/> Corporate Cover	<input type="checkbox"/> Confirm Success	<input type="checkbox"/> Storage Period
<input type="checkbox"/> Delivery Type	<input type="checkbox"/> Preview GIF	<input type="checkbox"/> Confirm Failure	<input type="checkbox"/> Include Cost
<input type="checkbox"/> Usage Limit	<input type="checkbox"/> Limit Period	<input type="checkbox"/> Storage Locked	

Check the boxes beside the names of the columns that you wish to see, and click the <Update> button. You can click Hide Options when you are done to hide list of checkboxes.

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MyFaxCentral User Administration

All the features of MyFaxCentral User Administration are conveniently found in the User Administration menu item in the MyAccount sidebar menu. Click on the User Administration menu option in the MyAccount sidebar menu. You will see the User Administration page.

The screenshot displays the MyFaxCentral User Administration interface. On the left is a sidebar with navigation options: Send a Fax, Inbox, Sent Faxes, Outbox, Contact Books, and My Account (with sub-options: Billing Profile, Account Statement, Payment History, Account Activity Report, and User Administration). The main content area is titled 'User Administration' and includes an 'Account Administrator' table with one user (Henry Pennypacker). Below that are 'User Accounts' with two users (Jane Doe and John Doe). Navigation controls at the bottom include 'Display 10 per page' and 'Page 1 of 1'.

User Id	Name	Email	Fax Number	Admin
219288	Henry Pennypacker	Henny@anywhere.com	(866) 7601962	A

User Id	Name	Email	Fax Number	Admin
225687	Jane Doe	jane.doe@company.com	(866) 6868588	
225691	John Doe	john.doe@company.com	(866) 6868596	

This view provides a list of the individual user accounts within your MyFax account. From here, you can access the functionality that MyFax Central User Administration provides.

The Account Administrator is shown at the top. Any additional users are shown below, under the heading “User Accounts”.

Navigation controls are provided at the bottom of the page to accommodate long user lists.

The fields that are displayed for every user are selectable in the Customize View section at the bottom of the page. These fields are as follows:

- **UserID** – The unique user number for each user in the account.
- **Name** – The full name of the user.
- **Email** – The primary email address for the user. This is the address to which notifications are sent, and is also the first address listed in the Sending Email Addresses.
- **Fax Number** – The fax number or numbers to which the user can receive faxes. It is presented as a drop-down list in this view, so that all the fax numbers a user has can be viewed.

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- **Admin** – This field indicates if a user has been granted administrative privileges.
- **Sending Email** – The email addresses from which the user can send faxes. It is presented as a drop-down list, since a user can have up to three addresses.
- **Confirmation Email** – The email address to which success and failure delivery confirmations are sent.
- **Receiving Email** – The email addresses to which received faxes for the user are delivered. It is presented as a drop-down list, since a user can have up to three receiving email addresses per fax number. The email addresses that are listed correspond to the first fax number for the user.
- **From** – The default value of the user’s “From Name” field.
- **Billing Code** – The default value for the user’s billing code.
- **Billing Code Use** – This field shows how the user’s billing code must be set up to be used. Possible values are “Default”, “Required”, or “Fixed”.
- **Default Cover** – The name of the default cover page selected for the user. If no cover page is selected by default, this field displays “None”.
- **Corporate Cover** – Indicates if the user must use the Corporate Cover Page.
- **Confirm Success** – Indicates if the user receives confirmations for successful fax deliveries.
- **Confirm Failure** – Indicates if the user receives confirmations for failed fax deliveries.
- **Storage Period** – Indicates number of days that received faxes are stored online for retrieval.
- **Include Cost** – Indicates if user can view the cost of the MyFax services.
- **Usage Limit** – Displays the dollar amount of any usage limit set for the user.
- **Limit Period** – Indicates if the usage limit is “Per Month” or “One Time”.



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Adding New Users

Adding One User at a Time

You can add users to an existing account, each with their own fax numbers, and individualized settings. When a user is first added to an account, the user's account inherits its settings from the account administrator's settings.

Perform the following steps to add new users one at a time:

1. Click on **User Administration** in the **MyAccount** sidebar menu.
2. Click on the **<Add New User>** button.
3. Enter the first and last name of the user in the **First and Last Name** field.
4. Enter the email address of the user in the **Email Address** field.
5. Use the **Fax Number** drop-down list to select the area code for the user's fax number.
6. Click on the **<Add New User>** button to create the user account. Click on **<Cancel>** to return to the user list view without adding a user account.

The email address that you enter is used by the system as the authorized address from which the user may send faxes, Faxes that are received on the user's fax number are sent to that email address as well. Success and failure confirmations and other system notifications are also sent there.

If you do not select an area code, the user is created, but no fax number is assigned.

When the user account is created, you are presented with the User Profile view for the new user. You can use this profile to make any desired changes to the user configuration.

The user automatically receives a welcome email from the system. This welcome email contains the user's account number and fax number, as well as links to helpful information to get started faxing.

Importing a List of Users

More than one user account can be added at the same time by importing a list of users from a file. The file must be in comma-separated value (CSV) format, including a header line showing the fields to be included. Click on the **File Format for Import Users** link on the User Administration user list view for more details on the file format requirements.



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Perform the following steps to import a list of users:

1. Click on **User Administration** in the **MyAccount** sidebar menu.
2. Click on the **<Import Users>** button.
3. Click on the **<Browse...>** button.
4. Locate and select the file to import, using the file browser controls, and click **<Open>**.
5. Click **<Import>**.
6. Click **<Close Window>**.

You are returned to the user list view after you import a list of new users.

Exporting the User List

You can export a list of users from MyFax and store the list on your computer. This list includes the available fields in the MyFaxCentral User Administration screen.

Perform the following steps to export the user list:

1. Click on **User Administration** in the **MyAccount** sidebar menu.
2. Click on the **<Export Report>** button.
3. Choose whether to open or save the file. .
4. If you choose to save, choose the location to save, using the file browser controls, and click **<Save>**.
5. If you choose to open, the file opens in the application associated with CSV files on your computer, typically Microsoft Excel.

Resetting Passwords

An administrator can neither view nor change a user's password. However the administrator can reset the user's password. When the administrator resets a user's password, an email is sent out to the user's primary email address, containing a link that the user must select to update the password. The user must update the password before the account can be accessed again.

A password reset can be performed for an individual user or for all users within an account simultaneously. The following instructions detail how to reset all users' passwords at once. For instructions on resetting an individual user's password, see the User Profile section.



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Resetting All Users' Passwords

Users designated as administrators are not affected by this functionality. Administrators' passwords can be set only individually, as described above.

1. Click on **User Administration** in the **MyAccount** sidebar menu.
2. Click **<Reset All Uses' Passwords>**.
3. On the confirmation pop-up window, click **<OK>** to send a password change email to all users, or **<Cancel>** to cancel with no changes.

All user passwords in the account are reset, and a password change email is sent to each user. Each user must reset their own password to be able to log in again

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User Profile

All access to a user's settings and preferences starts at the User Profile. This is where the basic information about the user is maintained, including the user's name, primary email address, and fax numbers, as shown below.

The screenshot shows the 'User Profile' form with the following sections:

- User Identification:**
 - First and Last Name:
 - Email Address:
 - User is an Administrator:
- Fax Numbers:**
 - Current Fax Number(s):
 - Add New Fax Number:
- News and Updates:**
 - Receive important news and updates from MyFax on new product features, pricing and offers.
 - Receive offers from MyFax partners.
- Resend System Emails:**
 -
 -

At the bottom of the form are two buttons: and .

Perform the following steps to access the User Profile view:

1. Click on **User Administration** in the **MyAccount** sidebar menu.
2. Locate the user in the **User Accounts** list. Click on the **User ID** for the desired user.

Once you are in the User Profile view, you can click on any of the links near the top of the page to switch to any of the other views: Send Preferences, Receive Preferences, User Settings, or User Inbox. These links are shown in the image below:

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User Administration [Return to Main User Administration Page](#)

User ID: 225687 Name: Jane Doe Fax Number: (866) 6868588

[User Profile](#) | [Send Preferences](#) | [Receive Preferences](#) | [User Settings](#) | [User Inbox](#)

User Profile

User Identification:

First and Last Name:

Email Address:

User is an Administrator:

The following instructions assume that you have already selected the User Profile of the desired user.

User Identification

Perform the following steps to change a user's name:

Change a user's name

1. Type in the new name for the user in the **First and Last Name** field.
2. Click the **<Update>** button at the bottom of the page.

Perform the following steps to change a user's email address:

Change a user's email address

1. Type the new email address in the **Email Address** field.
2. Click the **<Update>** button at the bottom of the page.

Perform the following steps to change a user's administrative access:

Change a user's administrative access

Any user can be made an administrator by checking the "User is an Administrator" checkbox. When this box is checked, it means the user is an administrator. When the box is unchecked, it means the user is not an administrator.

1. Check or uncheck the **User is an Administrator** checkbox as desired.
2. Click the **<Update>** button at the bottom of the page.

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Fax Numbers

Perform the following steps to alter a user's fax number:

Delete a fax number

1. *Select the fax number you wish to delete from the **Current Fax Number(s)** drop-down list.*
2. *Click the **<Delete>** button next to the drop-down list.*
3. *On the confirmation pop-up window, click **<OK>** to delete the fax number or **<Cancel>** to cancel with no changes.*

Add a fax number

A user can have more than one fax number. When a new fax number is added to a user account however, additional setup and subscription fees may be applicable. When a new fax number is added, the fax delivery email address will be initially copied from the primary email address. This may be subsequently changed in the user's Receive Preferences.

1. *Select the area code in which you want the new fax number from the **Add New Fax Number** drop-down list.*
2. *Click the **<Add>** button next to the drop-down list.*
3. *On the confirmation pop-up window, click **<OK>** to add the fax number or **<Cancel>** to cancel with no changes.*

News and Updates

Users can periodically be sent news and updates regarding new product features, pricing, and other offers. Users can select if these updates are to be sent to them, either by MyFax or its partners, separately. The administrator can also change these settings for an individual user, or globally for all users in the account.

Perform the following steps to make changes to news and updates for users:

Modify News and Updates for a Specific User

1. *From the User Profile for the user whose setting you wish to change, check or uncheck the **News and Updates** checkbox for updates from MyFax and/or its partners.*
2. *Click the **<Update>** button at the bottom of the page.*



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Modify News and Updates for All Users

1. From the *Master User's User Profile*, check or uncheck the **News and Updates** checkbox for updates from MyFax and/or its partners.
2. Check the checkbox beside **Master User's News and Updates settings apply to all users**.
3. Click the **<Update>** button at the bottom of the page.

System Emails

Resetting an Individual User's Password

Perform the following steps to reset an individual user's password. For more information or for details on resetting all users' passwords, see **Resetting Passwords**.

1. Click on **User Administration** in the **MyAccount** sidebar menu.
2. Locate the user in the **User Accounts** list. Click on the **User ID** for the desired user.
3. On the **User Profile** view, click on the **<Request Password Change>** button.
4. On the confirmation pop-up window, click **<OK>** to send the user a password change email, or **<Cancel>** to cancel with no changes.

Resend the User's Welcome Email

If a user should lose his or her account information, you can quickly send it to the user by resending the original welcome email that they received when the user account was created. This email includes the user id and fax number.

Perform the following steps to resend a user's welcome email:

1. Click on the **<Resend User Welcome Email>** button.
2. On the confirmation pop-up window, click **<OK>** to resend the user's welcome email, or **<Cancel>** to cancel with no changes.

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Send Preferences

This is where the user's preferences pertaining to sending faxes are maintained, including the following:

- email addresses for sending faxes
- email addresses for receiving confirmations for those faxes,
- cover page default settings,
- password use in emails
- Microsoft Office integration

You can see these options below:

Send Preferences

Email Addresses Used for Sending Faxes

You can send faxes from up to 3 different email address

Send faxes from (max 3):

* Default address, cannot remove

Add new email address to list:

Fax Confirmations

You can receive fax confirmations in your email. Confirmations are sent each time you send a fax.

Send fax confirmations to this email address:

Manage Cover Page SHOW OPTIONS ▾

Fax Header "From" Field

The Following text will appear in the "From" section of your fax headers:

Fax header "From" Field:

Password Protection (Email Faxing Only)

When checked, your MyFax account password will be required on all faxes sent by email (does not apply to faxes sent from MyFax Central). Passwords must appear as the first line in the email body.

Enable Password Protection:

Microsoft® Office Internet Fax Activation

Perform the following steps to access the Send Preferences:

1. *Click on **User Administration** in the **MyAccount** sidebar menu.*



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2. *Locate the user in the User Accounts list. Click on the **User ID** for the desired user.*
3. *Click on the **Send Preferences** link near the top of the page.*

Once in the Send Preferences view, you can click on any of the links near the top of the page to switch to any of the other views: User Profile, Receive Preferences, User Settings, or User Inbox.

The following instructions assume that you are already viewing the Send Preferences of the desired user.

Email Addresses used for Sending Faxes

Perform the following steps to alter email addresses for sending faxes:

Remove Email Addresses used for Sending Faxes

The first email address listed is always the same as the user's primary email address. This email address can never be deleted. If it needs to be changed, this is done in the User Profile view.

1. *Select the email address to be removed in the **Send faxes from list**.*
2. *Click the **<Remove>** button.*
3. *On the confirmation pop-up window, click **<OK>** to remove the email address, or **<Cancel>** to cancel with no changes.*

Add Email Addresses used for Sending Faxes

A user can have up to a maximum of three email addresses listed, from which he or she can send faxes. Perform the following steps to add an email address:

1. *Enter the email address to be added in the **Add email address to list** field.*
2. *Click the **<Add>** button.*

Fax Confirmations

Change Email Address used for Receiving Fax Confirmations

Confirmation emails indicating that a fax was delivered successfully or otherwise are sent to the email address specified here. It can be the same as the email address used for sending or receiving faxes or it can be a different address. More than one user can have their confirmations going to the same email address if desired.



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1. Type the new fax confirmation email address in the field provided.
2. Click the <Update> button at the bottom of the page.

Manage Cover Page

Click on “Show Options” on the Manage Cover Page title bar if the Manage Cover Page section is hidden.

A user can choose to add a cover page from any of the cover page templates shown on the cover page list for that user. This cover page is applied when a fax is sent using MyFax Central. Cover page templates can be shared by other users in the account.

Set the Default Cover Page

Users who typically want to attach a cover page to faxes that they send can set a default cover page. Once set, all faxes being sent through MyFax Central use the default cover page, unless specifically indicated otherwise. Setting the default cover page to “None” causes faxes to be sent without a cover page, unless otherwise specified.

Perform the following steps to establish a default cover page:

1. Click on the name of the desired cover page on the **Cover Page List**.
2. Click the <Update> button at the bottom of the page.

Preview a Cover Page

You can preview any of the cover pages on the list to help you decide which one to use as the default.

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1. *Click on the name of the desired cover page on the **Cover Page List**.*
2. *Click the **<Preview>** button next to the **Cover Page List**.*
3. *Close the pop-up window containing the cover page preview to return to the **Send Preferences** page.*

Download a Cover Page Template

Cover page templates are stored as Microsoft Word documents. You can download any of the cover page templates that are preloaded in the MyFax system. You can also make any editing changes to these templates that you desire, such as adding a company logo, and then upload your newly created template under a new name.

Perform the following steps to download a cover page template:

1. *Click on the name of the desired cover page on the **Cover Page List**.*
2. *Click on the **<Download>** button next to the **Cover Page List**.*
3. *From the **File Download** window, click **<Open>** to open the cover page template directly in Microsoft word, or click **<Save>** to save the template for later use. Click **<Cancel>** to cancel downloading without opening or saving the template.*

Remove a Cover Page Template

You can remove any cover page template that has been uploaded by a user or an administrator. Cover page templates that are preloaded by MyFax cannot be removed.

Perform the following steps to remove an uploaded cover page template:

1. *Click on the name of the desired cover page on the **Cover Page List**.*
2. *Click on the **<Remove>** button next to the **Cover Page List**.*
3. *On the confirmation pop-up window, click **<OK>** to remove the cover page, or **<Cancel>** to cancel with no changes.*

Add a New Cover Page

You can add a new cover page to the list of cover pages available to the user. The filename of a new cover page must be different from the filename of any existing cover page on the user's cover page list.

Perform the following steps to add a new cover page to the existing stored cover pages:



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1. Click on the **<Browse>** button next to the **File to Upload** field.
2. Select the file containing the cover page template and click **<Open>**.
3. Enter a name for the new cover page template in the **Cover Page Name** field.
4. Check or uncheck the **Share cover page with all users** checkbox as desired.
5. Click **<Add Cover Page>**.

Fax Header “From” Field

Every fax sent by MyFax contains a header line at the top of a page that includes a space to indicate from whom the fax was sent. Use this field to enter any text that you want to appear by default, such as your company name. When the user account is created, this field contains the user’s name by default.

Perform the following steps to change the Fax Header From field:

Change the Fax Header “From” Field

1. Type the new text to appear in the **Fax Header “From” Field**.
2. Click the **<Update>** button at the bottom of the page.

Password Protection (Email Faxing Only)

When sending faxes from email, you can require that the user’s password is included in the email, in the first line of the email body. If this option is selected, faxes sent by email are refused by the system if the password is not included or is not correct. The password does not appear on the fax.

Important: If this option is not selected, DO NOT include the password in the email or the password will appear on the fax, since the system is not expecting it to be there.

Perform the following steps to enable or disable password protection:

Enable or Disable Password Protection

1. Check or uncheck the **Enable Password Protection** checkbox, as desired.
2. Click the **<Update>** button at the bottom of the page.



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Microsoft Office Internet Fax Integration

MyFax can integrate with Microsoft Office 2003 and Microsoft Office 2007 applications. When this integration is completed, clicking on “File, Send To, Recipient using Internet Fax Service...” within any compatible Microsoft Office application causes that application to open Microsoft’s Office’s built-in faxing capability, and sends the document as a fax automatically using your MyFax account. Full integration with Microsoft Outlook contact books is provided.

The Microsoft Integration option is located at the bottom of the Send Preferences page as shown below:

Microsoft® Office Internet Fax Activation

[Click here to enable Microsoft® Office to send faxes using MyFax.](#) This feature is supported for both Microsoft® Office 2003 and Microsoft® Office 2007. When prompted, click the "Run" button. This will set your faxing options. No software will be installed on your computer.

[Click here to disable Microsoft® Office from sending faxes using MyFax.](#)

Note: The cover pages available by means of Microsoft Office Integration are not the same as the cover pages selected in MyFax Central.

Enabling or disabling Microsoft Office Integration must be done while logged into MyFax Central as the user, on the computer where the integration is to be used. More than one computer can be set up to integrate by the same user.

Perform the following steps to enable Microsoft Office Integration:

Enable Microsoft Office Integration

1. Click on the designated link to **enable Microsoft Office integration**. This causes a registration file script to be opened.
2. Click on **<Run>** to activate the registration script. No software is installed on the computer.
3. Click **<Yes>** to enable Microsoft Office MyFax Integration or **<No>** to cancel with no changes.

Perform the following steps to disable Microsoft Office Integration:

Disable Microsoft Office Integration

1. Click on the designated link to **disable Microsoft Office integration**. This causes a registration file script to be opened.
2. Click on **<Run>** to activate the registration script. No software is installed on the computer.



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3. Click **<Yes>** to disable Microsoft Office MyFax Integration or **<No>** to cancel with no changes.

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Receive Preferences

The Receive Preferences are where the user's preferences pertaining to receiving faxes is maintained, including email addresses delivering received faxes, file formats, and online storage options, as shown in the image below:

Receive Preferences

Fax Delivery Options

Receive faxes as: PDF TIFF

Deliver by email: Fax Notification Only Neither

Display first page of fax in email body: Yes No

Fax Delivery Email Addresses

Faxes and notifications can be delivered to a maximum of 3 email addresses:

Deliver my faxes to (max 3):

You must list at least one email address

Add new email address to list:

Online Fax Storage

You can store faxes online for up to 31 days:

Store faxes for: Days*

* Storage period applies to all fax numbers in your account.

Perform the following steps to access the Receive Preferences:

1. Click on **User Administration** in the **MyAccount** sidebar menu.
2. Locate the user in the User Accounts list. Click on the **User ID** for the desired user.
3. Click on the **Receive Preferences** link near the top of the page.

Once in the Receive Preferences view, you can click on any of the links near the top of the page to switch to any of the other views: User Profile, Send Preferences, User Settings, or User Inbox.

A user's receive preferences are maintained individually for each fax number assigned to the user. For users with more than one fax number,



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select the fax number from the fax number drop-down list at the top of the page before you change any of the preferences.

The following instructions assume that you are already viewing the Receive Preferences of the desired user.

Fax Delivery Options

A user can choose to receive

- faxes by email
- faxes as PDF or TIFF file attachments
- only a notification of the received fax
- no email at all, relying entirely on MyFax Central

Set Fax Attachment Format

Select if faxes are to be received as PDF or TIFF file attachments.

Perform the following steps:

1. Click on the **<PDF>** or **<TIFF>** radio button.
2. Click the **<Update>** button at the bottom of the page.

Set Fax Delivery Preference

Select if an email is to be sent with the fax attached, if a notification with a link to MyFax Central is to be sent, or if no email is to be sent at all.

1. Click on the **<Fax>**, **<Fax Notification>**, or **<Neither>** radio button.
2. Click the **<Update>** button at the bottom of the page.

Set First Page Display Option

Select if the first page of a fax should appear in the email body as an embedded GIF image.

Note: This option is unavailable when Fax Notification or Neither has been selected as the email delivery preference.

1. Click on **<Yes>** to Display first page of fax in email body, or **<No>** not to display.
2. Click the **<Update>** button at the bottom of the page.



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Fax Delivery Email Addresses

Remove Email Addresses used for Delivering Received Faxes

The first email address listed is initially the same as the user's primary email address. One email address must always be included in a user's profile, regardless of the fax delivery options that are set. If only one address is listed, it cannot be deleted.

To change the address, add a new one, and then delete the old one.

Perform the following steps to remove an email address:

*Select the email address to be removed in the **Deliver My Faxes to list**.*

1. Click the **<Remove>** button.
2. On the confirmation pop-up window, click **<OK>** to remove the email address, or **<Cancel>** to cancel with no changes.

Add Email Addresses used for Delivering Received Faxes

A user can have up to a maximum of three email addresses listed, to which received faxes can be delivered.

Perform the following steps to add an email address:

1. Enter the email address to be added in the **Add email address to list** field.
2. Click the **<Add>** button.

Online Fax Storage

All received faxes can be stored online for up to 31 days, after which time the fax is removed from the system and is no longer accessible. Each user can set their personal preference to any number of days up to that maximum. If the number of days is set to 0 (zero), then faxes are not retained online.

Note: Unlike the other receive preferences, this setting applies to all the user's fax numbers.

An administrator can also lock this value so that the user cannot change it. See **User Settings** for more information.

Set Online Storage Limit

Perform the following steps to set the online storage limit:



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1. *Enter the number of days you wish to **Store faxes for**.*
2. *Click the **<Update>** button at the bottom of the page.*

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User Settings

The user settings are where settings are maintained that the user administrator controls. The users themselves cannot alter these settings.

The User Setting page is shown below:

User Settings

Sending Faxes

Receive Email Confirmation for: Success Failure

Billing Code:

Billing Code Use: Default Required Fixed

Must Use Corporate Cover Page:

Receiving Faxes

Lock Online Storage Period:

Billing

Include Cost:

Usage Limit: \$

Web Access Permissions

The user is permitted to:

<input checked="" type="checkbox"/> Log in to MyFax Central	<input checked="" type="checkbox"/> Access Sent Faxes
<input checked="" type="checkbox"/> Use Send a Fax	<input checked="" type="checkbox"/> Access Outbox
<input checked="" type="checkbox"/> Access Inbox	<input checked="" type="checkbox"/> Access My Preferences
<input checked="" type="checkbox"/> Contact Books	

Perform the following steps to access the user settings:

1. Click on **User Administration** in the **MyAccount** sidebar menu.
2. Locate the user in the User Accounts list. Click on the **User ID** for the desired user.
3. Click on the **User Settings** link near the top of the page.

Once in the User Settings view, you can click on any of the links near the top of the page to switch to any of the other views: User Profile, Send Preferences, Receive Preferences, or User Inbox.

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The following instructions assume that you are already viewing the User Settings of the desired user.

Sending Faxes

The settings described below impact the way in which faxes are sent by the user.

Set Confirmation Email Preference

You can control if a user receives a confirmation email for successful or for failed fax deliveries.

Perform the following steps:

1. Check or uncheck **Success and Failure** confirmation checkboxes as desired.
2. Click the **<Update>** button at the bottom of the page.

Set Default Billing Code

When the user account is first created, the default billing code is set to the User ID. The default billing code can be set to any text string of up to 128 characters, including letters, numbers, and punctuation. The user can change the billing code for each sent fax unless the Fixed option described below is selected.

Perform the following steps to set the default billing code:

1. Enter the desired default billing code in the **Billing Code** field.
2. Click the **<Update>** button at the bottom of the page.

Set Billing Code Use

The billing code can be used by each user as a private identifier to track the reason a fax was sent, or as a means of keeping track of clients to whom you want to charge the fax (hence the name billing code). It can also be used by the administrator as a means of organizing users by departments or some other structure, for internal account purposes. The controls here provide some flexibility in controlling how billing codes are used. There are three options:

- **Default** – When this is set, the default billing code is just that, a default that is used when a fax is sent by the user, unless the user changes it to something else at the time the fax is sent.
- **Required** – When this is set, the user must always enter the billing code for each fax sent. There is no default, and the user is unable to send a fax without entering a billing code. If a fax

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is sent by email without a billing code, it fails for reason “Missing Billing Code”.

- **Fixed** – When this is set, the billing code entered as the default billing code is always used and the user cannot change it. This is the option to use if you wish to group users by department.

Perform the following steps:

1. *Click on the <Default>, <Required> or <Fixed> radio button as desired.*
2. *Click the <Update> button at the bottom of the page.*

Set Corporate Cover Page Use

If desired, an administrator can enforce the use of a “Corporate” cover page, to maintain consistency throughout the corporation. When this option is selected for a user, the cover page is chosen as the default cover page for the master user is used as the cover page for that user. The user has no control over cover page selection in this case, and is always forced to use the corporate cover page. If the master user’s default cover page is set to “None” and the corporate cover page option is chosen, then the user cannot add a cover page.

Perform the following steps:

1. *Check or uncheck the **Must Use Corporate Cover Page** checkbox.*
2. *Click the <Update> button at the bottom of the page.*

Receiving Faxes

The settings described here impact the way in which faxes are received by the user.

Lock Online Storage Period

If this setting is selected, then the user’s online storage period, as set in Receive Preferences, cannot be changed by the user.

Perform the following steps:

1. *Check or uncheck the **Lock Online Storage Period** checkbox.*
2. *Click the <Update> button at the bottom of the page.*

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Billing

Include Cost

If checked, the user can see the costs incurred by his or her fax receiving and sending, in online reports and in confirmation emails.

Perform the following steps:

1. Check or uncheck the **Include Cost** checkbox.
2. Click the **<Update>** button at the bottom of the page.

Set Usage Limit

An administrator can limit the activity incurred by a user by setting a dollar amount limit for that user. The limit can be either a one-time total or a monthly limit. In either case, the user can neither receive nor send faxes once the limit is exceeded. A dollar amount of 0 (zero) means that the user is not limited.

Perform the following steps:

1. Set the desired dollar amount in the **Usage Limit** field.
2. Select either **Per Month** or **One Time** from the drop-down list.
3. Click the **<Update>** button at the bottom of the page.

Web Access Permissions

The administrator can control if a user is permitted to log in to MyFax Central, and once there, what areas of MyFax Central the user can access. The options that can be changed are shown below:



Web Access Permissions

The user is permitted to:

- Log in to MyFax Central
- Access Sent Faxes
- Use Send a Fax
- Access Outbox
- Access Inbox
- Access My Preferences
- Contact Books

Perform the following steps:

1. Check or uncheck the access permission checkboxes as desired.
2. Click the **<Update>** button at the bottom of the page.

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User Inbox

In order to allow for situations where a user is unavailable or needs an administrator's assistance in retrieving faxes, the administrator can access the user's inbox directly, without needing to log in as the user. You then see the user's inbox, as shown below:

User Inbox [Download Fax](#) [Delete Fax](#) [Export Report](#)

Display faxes from: To: List faxes for all fax numbers:

Sender	Received	Pages	View	<input type="checkbox"/>
16137376643	Dec 05, 2006 9:52:36 AM	1	View	<input type="checkbox"/>
Fax	Dec 04, 2006 10:29:37 AM	3	View	<input type="checkbox"/>

Faxes 1-2 of 2 Display per page Page of 1 >> [First](#) | [Previous](#) | [Next](#) | [Last](#)

[Customize Your Inbox View](#) [SHOW OPTIONS](#) ▼

Perform the following steps:

1. Click on **User Administration** in the **MyAccount** sidebar menu.
2. Locate the user in the User Accounts list. Click on the **User ID** for the desired user.
3. Click on the **User Inbox** link near the top of the page.

Once in the User Inbox view, you can click on any of the links near the top of the page to switch to any of the other views: User Profile, Send Preferences, Receive Preferences, or User Settings.

The inbox view presented is the standard inbox view, with the same sets of controls as provided in the user's own inbox. Refer to the MyFax User Guide for specific instructions pertaining to using the Inbox.



faxing simplified. anytime. anywhere.

About MyFax

MyFax is the fastest growing Internet fax service used by individuals, small, medium and large businesses to send and receive faxes using existing email accounts or the web. MyFax offers services in North America, Europe and the UK to industries recognized among the fastest growing adopters of internet fax including finance, insurance, real estate, healthcare, transportation and government. More than 10,000 new customers subscribe to MyFax each month. Additional information is available at www.myfax.com.

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