



faxing simplified. anytime. anywhere.

# User Guide

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## MyFax User Guide

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# Contents

Get Started .....	5
Find Your Way Around .....	5
What's New .....	6
Account Access .....	6
Change Your MyFax Password .....	7
About Inbox .....	8
The Inbox Interface .....	8
Receive Faxes .....	9
View a Received Fax .....	10
View a Sent Fax .....	11
Resend a Fax .....	12
Forward a Fax .....	12
Search for Faxes .....	13
Print Faxes .....	14
Download a Fax .....	15
Inbox Folders .....	15
Contacts in Inbox .....	18
Send Faxes .....	21
Send a Fax via the Web .....	21
Compose a New Fax from the Inbox .....	22
Use MyFax by e-mail .....	23
Add a Cover Page .....	24

Default Cover Page Options .....	25
About the Account Overview Page .....	27
Update Account Preferences .....	27
About the Billing Tab .....	29
View Fax Usage and Activity Logs .....	34
Update Your Customer Profile .....	35
Add Another Fax Number .....	36
Upgrade Your Service Plan .....	37
Cancel MyFax Account .....	38
Mobile Faxing with MyFax .....	39
MyFax Mobile App Help Pages .....	39
Get Help .....	40
Online Help .....	40
Contact Customer Support .....	40
Appendix: Supported File Formats .....	41

## Get Started

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This section is designed with the new MyFax user in mind. Just step through the topics in this section, and you'll be viewing and sending your faxes like a pro in no time. Click a link below to skip ahead and read more:

- ▶ **Introduction to Inbox**
- ▶ **Receive Faxes**
- ▶ **Send Faxes**

## Find Your Way Around

Navigating in MyFax Central is easy. Just use the buttons in the navigation bar along the top of the screen.

<b>View Faxes</b>	Opens your MyFax Inbox, where you'll go to view and manage your received faxes. Tools in the Inbox also let you resend and forward faxes.
<b>Send Faxes</b>	Opens the <i>Send a Fax</i> form that lets you send a fax from the web.
<b>Update Account</b>	Opens the <b>Account Overview</b> page, where you'll go to set preferences that control how your MyFax account works.
<b>Help</b>	Opens this online-help section, where you'll find information on how to use your MyFax account, as well as help on fixing problems and contact information for our Customer Service team.
<b>Logout</b>	Logs you out of your MyFax account.

## What's New

We've been busy! If you've used MyFax before, you'll notice a lot of new changes. We've added several new features that extend the capabilities of MyFax—and have redesigned the MyFax Central interface to make it easier to get to the tools and faxes you need.

## Redesigned MyFax Central Interface

Log into MyFax Central, and you'll find a new look and feel. From the streamlined **Home** page that lets you jump right to the most common tasks, to the improved Inbox and *Send a Fax* feature, MyFax Central is easier to use than ever before.

## Extended Fax Options

It is now easy to print and compose new faxes in the Inbox.

## Address Book

The Inbox now includes an address book to help manage your contacts and make sending faxes even easier.

## Sent-Fax Storage

In addition to unlimited received-fax storage, Inbox now also stores a copy of each fax you send through MyFax.

## Account Access

MyFax Central is an online source for tools to view faxes, manage your account, and update billing information. Log in any time, day or night, to take advantage of all that MyFax has to offer. If this is your first time using MyFax, be sure to read **Getting Started**.

To access MyFax Central:

1. Go to **<https://central.myfax.com/login.aspx>**.
2. Enter your **MyFax Number**, including the country code and area code, and **Password** in the boxes provided. For example:
  - To log in using the number +1 323 555 1234, type **13235551234**.
  - To log in using the number +44 (0)20 7555 1234, type **442075551234**.



**Note:** If you have trouble logging in, click the **FORGOT PASSWORD** link for help.

## Change Your MyFax Password

MyFax automatically creates a Password for your account during signup, but for security purposes, you should change it after your first login.



**Note:** Your Password is shared by all fax numbers on your account.

To change your Password:

1. Log into MyFax Central at **<https://central.myfax.com/login.aspx>**.
2. Click **Update Account**.
3. Click the **Profile** tab.
4. In the **Password** section, click **Edit**.
5. Enter your **Current Password**, the **New Password**, and **Confirm Password**, then click **Update**.



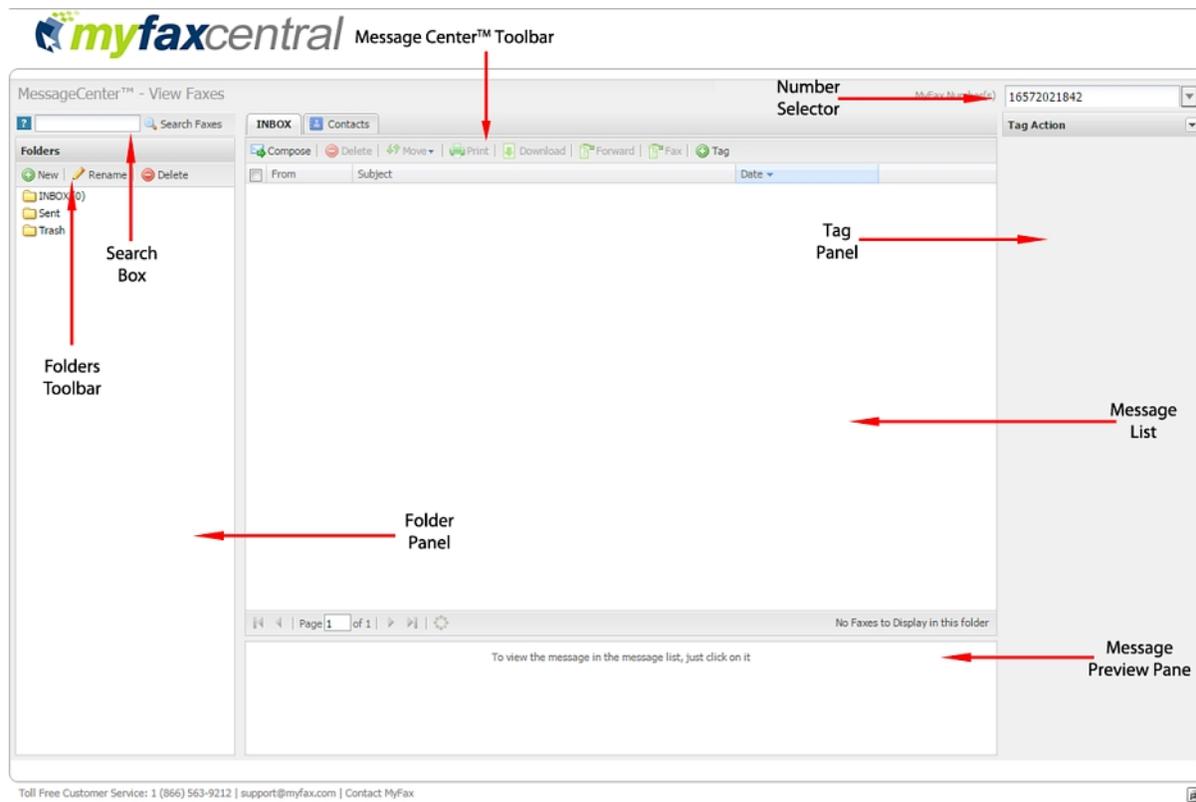
**Tip:** Passwords should be between 8 - 20 alphanumeric characters and may include the following punctuation, as well: ! @ # \$ % ^ & \* ( ) < > { } [ ] ; : .

## About Inbox

Inbox is an online Inbox in MyFax Central where you can access your stored faxes that you've sent and received. From Inbox, you can view, forward, and resend your stored faxes. Inbox also offers an extensive set of tools to help manage your stored faxes. Since Inbox is online, you can access your faxes anytime, anywhere you have a connection to the internet.

### The Inbox Interface

Inbox is divided into different panels, each with a specific purpose. Some panels also include a toolbar that provides access to additional Inbox tools. The image below identifies the elements of the Inbox interface:



Here's a summary describing what each part of Inbox does:

<b>Folders Panel</b>	Displays folders associated with your MyFax account
<b>Folders Toolbar</b>	Contains tools for managing your Inbox folders
<b>Search Box</b>	Allows you to search your faxes
<b>Inbox Toolbar</b>	Contains tools for working with faxes.
<b>MyFax Number Selector</b>	Displays faxes from other fax numbers on your MyFax account
<b>Message List</b>	Displays messages in the folder selected in the Folders Panel
<b>Message Preview Pane</b>	Displays the first page of the fax selected in the Message List
<b>Tag Panel</b>	Allows you to add or edit tags applied to a fax

## Receive Faxes

Faxes received at your MyFax number will arrive in your e-mail inbox attached to an e-mail. A copy of the fax will also be delivered to your **Inbox** so you can access your faxes online, even when you can't access your e-mail.

MyFax customers may receive a total number of pages based on their monthly plans, with unlimited storage in the Inbox. Your faxes will be available until you delete them.

To view a received fax in the Inbox:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **View Faxes**. The Inbox opens and displays the faxes in your **Inbox** folder.
3. To preview only the first page, single-click the **Subject** of a fax in the list.
4. To view full-screen in a tab, double-click the **Subject** of a fax in the list.
5. To view faxes received by another fax number on your account, select that number from the list in the top right corner of the Inbox.



**Note:** To view faxes received in e-mail refer to the **Using MyFax by e-mail** section.



**Note:** The default file format for delivered faxes is Adobe PDF (free Adobe Reader software is available at <http://get.adobe.com/reader/otherversions>). Users can change their fax file format preference by changing their account preferences in **Update Account > Preferences > Receive Fax Options**.

(eFax Plus and eFax Pro users only)

#### Related Topics

- ▶ **Getting Started**
- ▶ **About Inbox**
- ▶ **Updating Your Account**

## View a Received Fax

Faxes received at your MyFax number will arrive in your e-mail inbox attached to an e-mail. A copy of the fax will also be delivered to your **Inbox** so you can access your faxes online, even when you can't access your e-mail.

MyFax customers may receive a total number of pages based on their monthly plans, with unlimited storage in the Inbox. Your faxes will be available until you delete them.

To view a received fax in Message Center:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **View Faxes**. The Inbox opens and displays the faxes in your **Inbox** folder.
3. To preview only the first page, single-click the **Subject** of a fax in the list.
4. To view full-screen in a tab, double-click the **Subject** of a fax in the list.
5. To view faxes received by another fax number on your account, select that number from the list in the top right corner of the Inbox.

To view a fax you received via e-mail:

1. Log into your e-mail account.
2. Find and open the e-mail message from **MyFax [message@inbound.myfax.com]**.
3. Click on the attachment to open the fax.



**Note:** The default file format for delivered faxes is Adobe PDF (free **Adobe Reader software** is available at <http://get.adobe.com/reader/otherversions>).

Users can change their fax file format preference by changing their account preferences in **Update Account > Preferences > Receive Fax Options**.

#### Related Topics

- ▶ **About Inbox**
- ▶ **Using MyFax by e-mail**

## View a Sent Fax

MyFax saves a copy of each fax sent from your MyFax number in the Sent folder in Inbox. You can view your sent faxes any time just by logging in and checking in Inbox.

To view a sent fax in Inbox:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In the Inbox **Folders** pane, click the **Sent** folder. The Inbox displays your sent faxes in the message list.
4. To preview only the first page, single-click the **Subject** of a fax in the list.
5. To view full-screen in a tab, double-click the **Subject** of a fax in the list.

#### Related Topics

- ▶ **About Inbox**
- ▶ **Sending faxes**
- ▶ **Using MyFax by e-mail**
- ▶ **Additional cover page options**
- ▶ **Supported file formats**

## Resend a Fax

MyFax Inbox makes it easy for users to resend a fax.

To resend a fax:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In Inbox, check the box next to the fax you'd like to resend.
4. Click **Fax** in the Inbox toolbar.
5. **Fill out the Send a Fax form** (for help, ), and then click **Send Fax**. Your original fax will automatically be added as an attachment to the Send a Fax form.



**Note:** You can also resend failed faxes from your **Sent Faxes Activity Log**.

### Related Topics

- ▶ **About Inbox**
- ▶ **Sending faxes**
- ▶ **Using MyFax by e-mail**
- ▶ **Additional cover page options**
- ▶ **Supported file formats**

## Forward a Fax

MyFax Inbox makes it easy to forward, via fax or e-mail, a copy of a fax previously sent or received.

To forward a fax via fax:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. In Inbox, check the box beside the fax or faxes you'd like to forward.

3. Click **Fax** in the Inbox toolbar.
4. **Fill out the Send a Fax form** and then click **Send Fax**.



**Note:** Your original fax will automatically be added as an attachment to the Send a Fax form. If you forward multiple faxes, each will be added as a separate attachment.

To forward a fax via e-mail:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. In Inbox, check the box beside the fax or faxes you'd like to forward.
3. Click **Forward** in the Inbox toolbar.
4. In the **Forward Faxes** pop-up, enter the destination e-mail address in the box provided, and then click **Forward**.



**Note:** If you forward multiple faxes, each will be sent in a separate e-mail.

#### Related Topics

- ▶ **About Inbox**
- ▶ **View received faxes**
- ▶ **Sending faxes**
- ▶ **Using MyFax by e-mail**
- ▶ **Additional cover page options**
- ▶ **Supported file formats**

## Search for Faxes

Using MyFax Inbox, you can search for any fax by keywords, which are stored automatically upon receipt of a fax. Or, you can search by **tags** that you have manually applied to your faxes.

Each time you receive a fax, MyFax Inbox does a full-text scan of all of your fax content, including headers (i.e. To, From, Date, Subject, Caller ID) and identifies keywords to store.

Inbox then indexes those keywords for future fax retrieval. Keywords are available for search within five minutes after a fax is received.



**Note:** The Search function does not work for foreign language keywords.

To search for faxes:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In the **Search** box, type one or more keywords or tags.
4. Click **Search Faxes**. A new tab opens in the message panel and displays your search results.

#### Related Topics

- ▶ **About Inbox**
- ▶ **Using tags**
- ▶ **Printing faxes**

## Print Faxes

This feature generates a printable version of your selected fax(es) in a secondary (“pop-up”) browser window.

To print a fax:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In Inbox, check the box(es) next to the fax(es) you'd like to print.
4. Click **Print** in the Inbox toolbar. Your selected fax(es) appear in a new browser window.
5. In the **Print** dialog box that opens, configure your document output settings.
6. Click **Print**.

#### Related Topics

- ▶ **About Inbox**
- ▶ **View Received Faxes**
- ▶ **View Sent Faxes**

## Download a Fax

While your faxes are always saved in the Inbox, you can also download your faxes to your hard drive. You might wish to download a fax for printing, for editing, or to have an accessible copy when you're not online.

To download a fax:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In Inbox, check the box next to the fax you'd like to download.
4. Click **Download** in the toolbar.
5. Save the file to a folder on your PC.



**Note:** If you've selected multiple faxes, they'll all be placed into a single ZIP file for download. You can also select files that you uploaded into MyFax for download back onto your desktop.

### Related Topics

- ▶ **About Inbox**
- ▶ **Viewing a received fax**

## Inbox Folders

Inbox folders help you manage your faxes. Sort your received faxes into folders for quick retrieval. Inbox provides a number of system folders, but you can also create your own custom folders.

By default, you'll always have the following folders available in Inbox:

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<b>INBOX</b>	Contains the incoming faxes received
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<b>Sent</b>	Contains a copy of each fax sent from your account (for all numbers)
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<b>Trash</b>	Contains faxes you've moved from other Inbox folders
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The **Sent** folder displays the sent faxes for all the fax numbers on your account, while the other system folders show faxes only for a single fax number. To view faxes for another number, select that number from the list in the top right corner of Inbox.



**Note:** The system folders **INBOX**, **Sent**, and **Trash** cannot be deleted or renamed. Sub-folders for system and customer folders are not permitted.

To create a new folder:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In the Inbox **Folders** panel, click **New**.
4. Type a folder name in the **Enter the new folder name** box, and then click **Create Folder**.

To rename a folder:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In the Inbox **Folders** panel, click the folder you'd like to rename, and then click **Rename**.
4. Type a folder name in the **Enter the new folder name** box, and then click **Rename Folder**.

To delete a folder:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In the Inbox **Folders** panel, click the folder you'd like to delete, and then click **Delete**.
4. At the **Delete Folder** confirmation, click **Yes**.

#### Related Topics

- ▶ **Organizing your faxes**
- ▶ **Adding tags to your faxes**

▶ **Searching for faxes**

## Organize Your Faxes

MyFax Inbox provides a number of tools to help organize your faxes. Using Inbox, you can move or delete faxes, **add tags to your faxes**, or **search your faxes** for specific documents.

With unlimited online storage, MyFax users always have access to faxes sent and received.

To move a fax to another folder:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. Check the box next to the fax or faxes you'd like to move, and then click **Move** in the Inbox toolbar.
4. In the list of folders that appears, click the destination folder name.



**Note:** You cannot move faxes into or out of the **Sent** folder.

To delete a fax:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. Check the box next to the fax or faxes you'd like to delete, and then click **Delete** in the Inbox toolbar.
4. At the **Delete** confirmation, click **Yes**.

## Related Topics

- ▶ **Working with folders**
- ▶ **Adding tags to your faxes**
- ▶ **Searching for faxes**

## Tags in MyFax Inbox

Tags are keyword categories that you apply manually to faxes in MyFax Inbox. Tags help you keep your faxes organized, making them searchable and retrievable when needed. Just

search for the tag name to see a list of all matching faxes. The tags you create are completely customizable and can be added in any of the languages supported by MyFax.

For example, create a tag for "signed contract" and append this tag to all relevant faxes. Later, when you need to find these faxes, just search for the tag and there they are! You can add tags to any fax stored in Inbox, and can even add multiple tags to each fax.

To add a tag to a fax:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**. MyFax Inbox displays your **Inbox** folder.
3. In the message list, check the box next to each fax you'd like to tag.
4. Click **Tags** in the Inbox toolbar.
5. In the **Create Tag** panel, type text in the **Tag Name** box, and then click **Save**.
6. Repeat for each additional tag you want to add.

To view or remove tags from a fax:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**. MyFax Inbox displays your **Inbox** folder.
3. In the message list, check the box next to one fax to see its tags (you cannot view or remove tags when multiple faxes are selected).
4. To remove a tag, in the **Edit Tag** panel, check the box beside a tag, and then click **Remove Tag**.

## Related Topics

- ▶ **Working with folders**
- ▶ **Organizing your faxes**
- ▶ **Searching for faxes**

## Contacts in Inbox

Contacts is your MyFax Inbox address book. Store the names and fax numbers of people you send faxes to frequently to make sending faxes quicker and easier. When sending a fax using the **Send a Fax** form, select **Choose from Contacts** to automatically fill in the form's recipient list.

To view, add, or edit your Contacts:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. Click the **Contacts** tab at the top of Inbox. Your Contacts are listed alphabetically.
4. To add a new Contact, click **Add**, enter the contact information, and then click **Save**.
5. To edit a Contact, select the contact, click **Edit**, update the contact information, and click **Save**.



**Note:** It is not possible to create contact groups in Inbox.

#### Related Topics

- ▶ **Importing and Exporting Contacts**

## Import and Export Contacts

You can import contacts from Gmail, Yahoo! Mail, or import/export your contacts list from/to a .csv file.



**Tip:** Want to import your Outlook Address Book? Export as a .csv file from Outlook and import the .csv file to MyFax!

To import contacts into MyFax from Gmail or Yahoo! Mail:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In Inbox, click the **Contacts** tab.
4. Click **Import** in the Inbox toolbar.
5. Select your e-mail provider from the drop-down list.
6. Enter your e-mail address and password, then click **Import**. Your outside contacts will load into your MyFax address book.

If you have a large number of contacts to add from another address book, you can import these contacts into MyFax Contacts using a Comma Separated Values, or .csv, file. You will need to export the .csv file from your outside e-mail client before importing it into MyFax.

Your .csv file needs to contain the following fields: First Name, Last Name, Company Name, e-mail Address, Fax Number, Country.

To import a .csv file into MyFax Contacts:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In Inbox, click the **Contacts** tab.
4. Click **Import** in the Inbox toolbar.
5. Select **Import CSV File**.
6. Browse your PC for the .csv file.
7. Once the file is selected, click **Open**. Double check the correct file is listed under **File to Import**.
8. Click **Import**.

To export your MyFax contacts:

These steps allow you to export your contacts list to a .csv file for use outside of MyFax.

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. In Inbox, click the **Contacts** tab.
4. Click **Export** in the Inbox toolbar.
5. In the confirmation pop-up, click **Export** to save the .csv file to your PC.



**Note:** *Safari users* should option-click **Export** to save the file.

## Related Topics

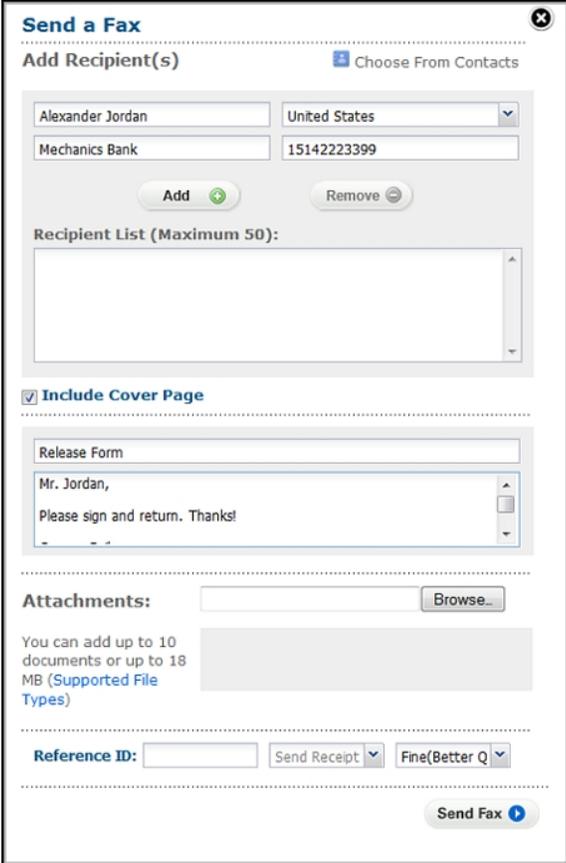
- ▶ **Working with contacts**

## Send Faxes

You can send faxes direct from the Inbox or by **e-mail**. No matter which method you use, a copy of each fax you send will be saved in the **Sent** folder in Inbox. You'll also receive an e-mail receipt either notifying you that your fax was sent successfully, or advising you of the reason for failure.

### Send a Fax via the Web

When using MyFax, you can send files from the MyFax website, similar to attaching documents to an e-mail, along with an optional cover page. MyFax supports a wide variety of file formats that includes most common programs.



The screenshot shows the 'Send a Fax' web interface. At the top, there is a title 'Send a Fax' and a close button. Below the title, there is a section for 'Add Recipient(s)' with a 'Choose From Contacts' button. The recipient information is entered in two rows: 'Alexander Jordan' and 'United States' in the first row, and 'Mechanics Bank' and '15142223399' in the second row. There are 'Add' and 'Remove' buttons below the input fields. A 'Recipient List (Maximum 50):' section is empty. Below this, there is a checked checkbox for 'Include Cover Page'. The cover page content is shown in a text area: 'Release Form', 'Mr. Jordan,', and 'Please sign and return. Thanks!'. There is an 'Attachments:' section with a 'Browse...' button and a note: 'You can add up to 10 documents or up to 18 MB (Supported File Types)'. At the bottom, there is a 'Reference ID:' field, a 'Send Receipt' dropdown menu, and a 'Fine(Better Q)' dropdown menu. A 'Send Fax' button is located at the bottom right.

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **SEND FAXES** to open the **Send a Fax** form. (You can also open this form by using the **Compose** button in your Inbox.)
3. **Add Recipient(s)** by filling in the following fields:



**Note:** The country selected in the **Country** drop-down field provides the correct dialing prefix in the **Number** field.



**Note:** Be sure to remove all formatting in the **Number** field. For example, 1-202-555-1234 should be entered as 12025551234.

4. Click **Add**.



**Tip:** Alternatively, click **Choose From Contacts** to select a recipient from the MyFax Address Book. The fields listed above will be filled in automatically.

5. To add multiple recipients, repeat Steps 3 - 5 for each recipient.
6. If the **Include Cover Page** option is checked, provide a **Subject** and **Message** for the cover page in the text fields that open.
7. Attach documents as needed using the **Browse** function.
8. Provide a **Reference ID** to identify the fax as belong to a particular issue, case, or campaign. This is an optional field.
9. Indicate the e-mail address to which the confirmation receipt will be delivered. The default confirmation address is provided — change this only if a different address from the default is needed.
10. Select a fax transmission **Quality**.
11. Click **Send Fax**.

## Compose a New Fax from the Inbox

MyFax Inbox makes it easy for MyFax users to compose new faxes directly from the Inbox.

**To compose a new fax:**

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **VIEW FAXES**.
3. Click **Compose** on the Inbox Toolbar.
4. **Fill out the Send a Fax form** (for help, ), and then click **Send Fax**.

## Use MyFax by e-mail

MyFax by e-mail is a convenient feature that allows MyFax users to send and receive faxes using just your e-mail account. You'll still need to log into My Account occasionally to manage your account and set preferences, but if you just need to receive or send faxes, e-mail is a great alternative.

To receive a fax by e-mail:

When someone sends a fax to your MyFax number, it will arrive in your e-mail inbox attached to an e-mail from MyFax.

1. Log into your e-mail account.
2. Find and open the e-mail message from **MyFax [message@inbound.MyFax.com]**.
3. Click on the attachment to open the fax.

## Send a Fax via E-mail

You can send a fax from any standard e-mail program, or using a web-based e-mail service like Yahoo or Gmail. Create an e-mail and then attach up to 10 files (20MB maximum) you want to fax. If you attach multiple files, MyFax combines the files into one fax in the order they were attached to the e-mail.

1. Open your e-mail program and create a new e-mail message.



**Note:** You must send the e-mail from an e-mail address in your **Send e-mail Addresses account preference**.

2. In the **To** field, enter the recipient's fax number followed by **@send.myfax.com**. Additional options are described in the next section. For example:
  - To send to the US fax number +1 323 555 1234, type **13235551234@send.myfax.com**, where **1** equals the Country Code, **323** the Area Code, and **5551234** equals the fax number.
  - To send to the UK number +44 (0)20 7555 1234, type **442075551234@send.myfax.com**, where **44** equals the Country Code, **207** the Area Code, and **5551234** equals the fax number.
3. Attach up to 10 files you want to fax to your outgoing e-mail message (maximum 20MB).
4. To include a cover page, type the cover page text in the body of the e-mail message.
5. Send the e-mail.

**Related Topics**

- ▶ **Automatic cover page options**
- ▶ **Supported file formats**

## Add a Cover Page

Adding a cover page to your fax provides an opportunity to include a short message to the recipient that provides some context for the document sent to them. With MyFax, there are several options for including a cover page with your fax.

### MyFax Default Cover Page

MyFax will automatically format a cover page for you when sending a fax using the Send Fax form online or through e-mail.

If sending a fax online, check the box next to **Include Cover Page**. Fill out the **Subject** and **Message** fields.

If sending a fax through e-mail, any text included in the **Body** of the e-mail message will be included as a cover page. The **Subject** of the e-mail will be used as the **Subject** of the cover page. Use the **To** field to specify cover page options such as recipient name, sender name, and company name.

### Your Own Cover Page

Using the default cover page generated by MyFax is optional. If you would prefer to use a cover page of your own design, you can turn off the default cover page and attach your cover page to the outgoing fax as a separate file. Your cover page can be created in any file format currently supported by MyFax for sending faxes.



**Note:** You will need to attach the cover page file as the very first attachment when sending your fax in order to be sure it is the first page transmitted.

To turn off the default cover page:

- From the Send Fax form online, simply uncheck the **Include Cover Page** option.
- When sending through e-mail, leave the **Body** of the e-mail blank (this includes removing any automatic signatures you may have set).

## Cover Page Template Repository

MyFax provides users with 100 free cover page templates that can be used when sending faxes.

To use a cover page template:

1. Download the template from <http://www.myfax.com/free-fax-cover-sheets/> and save it to the computer's hard drive.
2. Open the template using Microsoft® Word or another program capable of viewing and editing .doc files.
3. Fill out the fields for recipient information, sender information, and a short message.
4. **Save** the completed cover page.



**Note:** Save the completed cover page under a new name. This will preserve the blank template for easy reuse.

5. Attach the newly saved cover page as the first attachment of the fax.

## Default Cover Page Options

In addition to the **To** line options for cover pages described in **Using Fax by e-mail**, when there is any text in the body of the e-mail, an automatic cover page will be generated. This automatic cover page may be managed through the use of tags. The available tags are:

- **{nocoverpage}** - Disables the automatic cover page and hides all text in the body of the e-mail.
- **{showbodytext}** - Displays any 'body text' (text in the body of the e-mail) as plain text.

To use these tags, simply enter them as the first line of text in the body of the e-mail. (Or, if using both tags, enter them as the first and second lines of text.) The tags may be used separated, together, or not at all.

Tags Used	Cover Page Result
No Tags (No body text)	No cover page will be generated.
No Tags (Body Text)	An automatic cover page will be generated. The text in the body of the e-mail will be entered as <b>Comments</b> and any recipient information <b>in the To: field</b> will be entered in the appropriate fields on the cover page.
{nocoverpage}	<p>No cover page will be generated. Any text in the body of the e-mail will be ignored.</p> <div data-bbox="539 722 1325 890" style="border: 1px solid black; padding: 10px;">  <b>Note:</b> Use this tag in the body of the e-mail to prevent signatures automatically added by e-mail clients or servers from being sent as a cover page.         </div>
{nocoverpage} {showbodytext}	No cover page will be generated. Text in the body of the e-mail will be sent as the first page(s) of the fax, formatted as plain text.

 **Note:** Each of the examples above does NOT require the additional **To** line options described in **Using Fax by e-mail**. These are completely separate ways of setting cover page options. Do not combine these options.

#### Related Topics

- ▶ **Adding Cover Pages to Faxes**
- ▶ **Using fax by e-mail**

## About the Account Overview Page

Account Overview is where you go to edit your account **Preferences**, view **Usage**, or update Account Information.

To get to the Account Overview page, just click **Update Account** in the in header on your MyFax Central page.

From Account Overview you can:

<b>Update your preferences</b>	Set preferences that affect how your MyFax service works.
<b>Update your billing information</b>	Edit the payment information for your MyFax account, add a credit card, or view your bill.
<b>View usage</b>	View sent and received fax usage activity for your MyFax account.
<b>Update your customer profile</b>	Edit the profile information on file for your MyFax account.

## Update Account Preferences

You may customize your settings according to your needs. Available account options depend upon your current plan.

<b>Current Plan</b>	Displays your current plan. An <b>Upgrade</b> link is available for Free and Plus users. Plus and Pro users can also add fax numbers to the account using the <b>Add a Number</b> link.
<b>Language Preference</b>	Set the language used for e-mails sent to you from MyFax (affects entire account).
<b>Time/Date Preference</b>	Set the time zone and time/date format (affects entire account).

<p><b>Default Home Page</b></p>	<p>Set the page displayed when you first log into My Account, either My Account home or Inbox (affects single number only).</p>
<p><b>Send e-mail Addresses</b></p>	<p>Edit a list of up to five e-mail addresses from which outbound faxes may be sent (affects entire account).</p>
<p><b>Receive e-mail Addresses</b></p>	<p>Edit a list of up to five e-mail addresses that will receive a copy of inbound faxes (affects single number only).</p>
<p><b>Receive Fax Options</b></p>	<p>Set the following (affects single number only):</p> <ul style="list-style-type: none"> <li>• <b>Fax File Format</b> - The file format in which you will receive inbound faxes: EFX, PDF, or TIF.</li> <li>• <b>Password Protect Faxes</b> - If this feature is enabled, a password is required to open your faxes.</li> <li>• <b>Receive CSID</b> - Edit the Calling Station Identifier (CSID) number used for receiving faxes - the CSID is transmitted to the fax sender as the receiving fax number.</li> <li>• <b>Display First Page of Fax in e-mail Body</b> - If this feature is enabled, the first page of a received fax will appear in the e-mail notification.</li> </ul>
<p><b>Send Fax Options</b></p>	<p>Set the following (affects entire account):</p> <ul style="list-style-type: none"> <li>• <b>Send CSID</b> - Edit the Calling Station Identifier (CSID) number used for sending faxes - the CSID is transmitted to the fax recipient as the sending fax number.</li> <li>• <b>Deliver Fax Receipts</b> - Check this box to turn send receipts on and you'll receive an e-mail indicating either successful transmission of a sent fax, or a message indicating the reason for failure.</li> <li>• <b>Default Send e-mail</b> - Select a default Send e-mail Address - unless otherwise changed, the send receipt e-mail will be sent to this address when using the <b>Send a Fax</b> form.</li> </ul>
<p><b>Display Messages</b></p>	<p>Turn the Inbox feature on or off (affects single number only). If set to off, you will receive faxes via e-mail only, and faxes will not be stored in Inbox.</p>
<p><b>Fax Options</b></p>	<p>Displays the current file format for faxes as well as an <b>Upgrade</b> link.</p>

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## Voice-mail Options

Set the following (affects single number only):

- **Audio File Format** - The file format in which received voice-mails will be sent to you as e-mail attachments: GSM, WAV, or AU
  - **Voice Prompt Language** - The language of the voice prompts played when callers reach voice-mail on your MyFax number.
  - **Allow Voice-mail** - Turns voice-mail on or off for your MyFax number.
- 

To update your Account Preferences:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Preferences** tab.
4. Click **Edit** beside the preference you'd like to update.



**Note:** If you have multiple fax numbers linked to one account, some preference settings will affect your entire MyFax account, while others will affect only a single MyFax number on your account.

5. Select the desired options or edit information, then click **Update**. To remove information, delete the text and then click **Update**.

### Related Topics

- ▶ **About the Billing Tab**
- ▶ **Viewing your usage and fax activity logs**
- ▶ **Updating your customer profile**

## About the Billing Tab

To edit billing and payment information for your account, click **Update Account** in the in header on your MyFax Central page; then, click the **Billing** tab.

From the Billing tab you can:

<b>Edit your credit card information</b>	Change a card number, update an expiration date, or edit your billing address
<b>Add a default credit card</b>	Customers on a monthly invoice billing plan can switch to Credit Card billing by adding a default credit card for automated payments
<b>Add an alternate credit card</b>	Add an alternate credit card to ensure continued service should your primary card expire, or become lost or stolen
<b>View billing statements</b>	View current and past billing statements
<b>Change your billing statement preference</b>	Turn delivery of billing statements by e-mail on or off
<b>Change your usage balance settings</b>	Change your Usage Balance reorder amount (the amount charged to your credit card to cover costs associated with usage above that included with your plan)

#### Related Topics

- ▶ [Account overview page](#)

## Edit Credit Card Information

To ensure continued service, please keep your credit card payment details current.



**Note:** For security purposes, you are required to re-enter all your details when you change any of your credit card information.

To edit your credit card information:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Billing** tab.
4. In either the **Default Credit Card** or **Alternate Credit Cards** section, click **Edit**.

5. Edit the necessary information.
6. Click **Update**.

## Related Topics

- ▶ **Adding a default card**
- ▶ **Adding an alternate card**

## Add a Default Credit Card (switch from invoice billing)

If you're currently on a monthly invoice billing plan, you can switch to automated billing by adding a default credit card. After adding a default credit card, that card will be charged for your subscription and usage fees according to your plan.

To add a default credit card:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Billing** tab.
4. In the **Default Credit Card** section, click **Add**.
5. Enter the information for your credit card.
6. Click **Update**.

## Related Topics

- ▶ **About the Billing Tab**
- ▶ **Adding an alternate credit card**

## Add an Alternate Credit Card

If you are on automated Credit Card billing, you can add up to two alternate credit cards to ensure continued service should your primary card expire, or become lost or stolen.

To add an alternate credit card:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Billing** tab.

4. In the **Alternate Credit Cards** section, click **Add** (for your first alternate card) or **Add More** (for your second alternate card).
5. Enter the information for your alternate credit card.
6. Click **Update**.

## Related Topics

- ▶ **About the Billing Tab**
- ▶ **Adding a default credit card**
- ▶ **Editing your card information**

## Change Your Billing Statements Preference

In addition to viewing your billing statements online, you have the option to receive them via email. This is an opt-in feature only and is not turned on by default.

To opt-in to receiving statements in email:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Billing** tab.
4. In the **Billing Statement** section, click **Edit**.
5. Select an option for billing statement delivery:
  - I prefer to view my billing statements online only
  - I prefer to receive my billing statements via email
6. Click **Update**.

## View Billing Statements

You can view your past billing statements online to review details regarding your subscription charges to your credit card (monthly or annual, based on your service plan).

To view your Billing Statements:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **View Faxes**.
3. Select the **Invoices** folder.

4. Billing statement notifications are listed in main window. Select a notice to open it in the message window or double click on it to open it in a new tab.
5. The full statement will appear as an attachment. Click the attachment link to view it.

## Edit the Usage Balance Settings

Your MyFax plan may include free inbound or outbound fax pages as part of the subscription fee; however, usage exceeding amounts included with your plans is extra and is billed separately. For this purpose, MyFax maintains a pre-paid Usage Balance. If your usage exceeds the amount included in your plan, MyFax deducts the extra usage cost from your Usage Balance.

To help ensure you have continued service, MyFax automatically replenishes your Usage Balance when the amount drops below \$2.00. The amount charged to your credit card to replenish your Usage Balance is determined by the Reorder Amount preference. The Reorder Amount is added to your remaining Usage Balance.

For example, if your Reorder Amount is set to \$10, MyFax will automatically charge \$10 to your credit card and add that \$10 to your Usage Balance, whenever the Usage Balance drops below \$2.00.

You can view your current Usage Balance and set the Reorder Amount from the Billing tab.

To edit your Usage Balance settings:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Billing** tab.
4. The **Usage Balance** section displays your current balance.
5. To edit the reorder amount, in the **Usage Balance** section, click **Edit**.
6. In the **Select a New Reorder Amount** list, select a dollar value (the minimum is \$10.00).
7. Click **Update**.



**Note:** If you regularly send or receive a substantial amount of faxes, you may wish to set a higher Reorder Amount. This will help reduce the number of separate reorder charges on your monthly credit card statement.

## View Fax Usage and Activity Logs

To view a summary of fax usage for designated billing periods, and detailed usage logs for each of your fax numbers, navigate to the Usage tab by clicking **Update Account** in the in header on your MyFax Central page.

On the **Usage** tab, you'll see a summary table with the following information:

<b>Current Plan</b>	Displays the current MyFax service plan for your account.
<b>Received Faxes</b>	Displays the number of fax pages received since the start of the billing cycle (shows received usage for a single fax number on your MyFax account).
<b>Sent Faxes</b>	Displays the number of fax pages sent since the start of the billing cycle (shows sent usage for your entire MyFax account).
<b>Storage</b>	Displays the time period for which faxes will be stored in Inbox.



**Note:** If you have multiple fax numbers linked to your account, the usage summary table displays inbound fax usage for a single fax number on your account. To display usage for another number, select the number in the **MyFax Number(s)** list in the top right corner.

To view detailed sent and received fax activity logs:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Usage** tab.
4. Click **Activity Log** beside the type of log you'd like to view:
  - **Received Faxes** - This log displays a list of faxes you've received. Fax activity logged includes the **Date** and time, number of **Pages**, **Type** of activity, **Duration** of transmission, and **From** (sender's fax number).
  - **Sent Faxes** - This log displays a list of faxes you've sent. Fax activity logged includes the **Date** and time, who it was sent **To**, the number of **Pages**, how much of a **Charge** was incurred, the

**Subject**, and the fax **Status**. Any faxes marked as **Failed** will have a **Resend** link next to them. Use this link to send the fax again.



**Note:** To display activity for a date range, select **From** and **To** dates, then click **Go**.

To print fax activity logs:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Usage** tab.
4. Click **Activity Log** beside the type of log you'd like to view: **Received Faxes** or **Sent Faxes**.
5. Click **Print Page**, located below the fax activity log table.
6. When the **Print** window opens, select your printer and click **Print**.

## Update Your Customer Profile

The Customer Profile contains your name, company name, e-mail address, and telephone number(s). Please keep your contact details current to ensure you receive service updates.



**Note:** Your profile must contain at least one telephone number.

To update your Customer Profile:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Profile** tab.
4. Referring to the table below, click **Edit** beside the information you'd like to update:

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<b>Contact e-mail</b>	will use to contact you with service updates, password resets, etc.
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<b>Password</b>	A minimum 8-character combination of letters, numbers, and symbols used
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to log into MyFax

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<b>Home Number</b>	Your home telephone number
<b>Work Number</b>	Your work telephone number
<b>Mobile Number</b>	Your mobile telephone number

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5. Enter the new information and click **Update**. To remove information, place your cursor in the field, delete the text and then click **Update**.

#### Related Topics

- ▶ **Updating your account preferences**

## Add Another Fax Number

Adding another fax number to your MyFax account is convenient and affordable. Your new MyFax number is immediately available for use.

To add another fax number:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Preferences** tab.
4. In the **Current Plan** section, click the **Add a Number** option.
5. Select either the **Domestic** or **International** tab.
6. Set your search criteria using the available options.
7. Select a number from the search results and click **CONTINUE**.
8. Click **ADD A NUMBER** to confirm your selection and add the number to your account.

#### Related Topics

- ▶ **Upgrading your service plan**

## Upgrade Your Service Plan

Upgrade your MyFax service plan to get more value and save more money!

To upgrade your service plan:

1. Log into MyFax Central at <https://central.myfax.com/login.aspx>.
2. Click **Update Account**.
3. Click the **Preferences** tab.
4. Beside the **Current Plan** section, click **Upgrade**.
5. Select an upgrade option, then click **Continue**.

### Related Topics

- ▶ **Adding another fax number**

## Cancel MyFax Account

We're sorry to see you go!

Before you do, have you contacted **Customer Support** for assistance with any technical issues you may be encountering?

- Log into MyFax Central at <https://central.myfax.com/login.aspx>.
- Click **Update Account**.
- Go to the **Billing** tab.
- Next to **Next Payment Date**, click **Cancel My Account**.



**Note:** Once your account is closed, any faxes stored online will no longer be accessible. Be sure you have downloaded any documents you wish to keep before you cancel your account.

## Mobile Faxing with MyFax

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The MyFax iPhone® and Android™ apps allow you to access your MyFax account from your favorite mobile device. In order to access the application features, you must have an existing MyFax account.

- Download the MyFax app for the iPhone at <https://itunes.apple.com/us/app/myfax/id380939947?mt=8> or log into your iTunes® account and search for MyFax in the App Store.
- Download the MyFax app for the Android at <https://play.google.com/store/apps/details?id=com.j2.myfax> or log into your Google account and search for MyFax in the Play Store.

### MyFax Mobile App Help Pages

For both the iPhone and Android, tap **FAQs** to be taken to the in-device Help page.

Send feedback to MyFax using the e-mail feedback feature in the MyFax Mobile Settings screen (iOS and Android).

## Get Help

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MyFax is committed to providing a variety of helpful resources to support your needs.

### Online Help

From anywhere within MyFax Central, click **Help** to browse our Online Help Center, where you'll find answers to common questions.

### Contact Customer Support

Visit the MyFax website and click **<https://www.myfax.com/about/contact.aspx>** to find customer support contact information, including a list of customer support numbers. MyFax membership includes 24/7 phone support.

You may also write MyFax at:

MyFax Customer Relations  
j2 Cloud Services, Inc.  
700 S Flower St  
Suite 1500  
Los Angeles, CA 90017

## Appendix: Supported File Formats

MyFax works with just about any major computer application file, which means that you can send all the file types listed below from your computer to any fax machine.

<b>Document Type</b>	<b>Versions</b>	<b>Extensions</b>	<b>Category</b>
Adobe Photoshop	v. 3.0 and above	PSD	Graphics
Adobe Portable Document Format	All versions	PDF	Cross-platform
Adobe Postscript	All versions	PS	Cross-platform
Amiga Interchange File Format	Raster Bitmap only	IFF	Graphics
Comma Separated Values Format	All versions	CSV	Spreadsheets
Compuserve Graphics Interchange Format	GIF87a, GIF89a	GIF	Graphics
Corel Presentations Slide Show	V. 96 and above	SHW	Presentations
Corel Word Perfect	v. 5.x., 6, 7, 8, 9, X6	WPD, WP5, WP6	Word Processing
MyFax Messenger Document Format	MyFax Messenger	EFX, HOT	Cross-platform
Encapsulated Postscript	All versions	EPS	Cross-platform
Hypertext Markup Language	HTML only with base href tag required	HTM, HTML	Publishing

jConnect Messenger Document Format	j2 Messenger	JFX	Cross-platform
Joint Photography Experts Group	All versions	JPG, JPEG	Graphics
Microsoft Excel	v. 5, 95, 97, 2000, 2003, 2007, 2010, 2013	XLS, XLSX	Spreadsheets
Microsoft PowerPoint	v. 4 and above	PPT, PPTX	Presentations
Microsoft Publisher	v. 98, 2000, 2002, 2003, 2007, 2010, 2013	PUB	Publishing
Microsoft Word	Windows: v.97, 2000, 2003, 2007, 2010, 2013; Mac: v.4, 5.x, 95, 98	DOC, DOCX	Word Processing
Microsoft Word Template	Windows: v.97, 2000, 2003, 2007, 2010, 2013; Mac: v.4, 5.x, 95, 98	DOT, DOTX	Word Processing
Microsoft Works Word Processor	v.4.x, 5, 6, 7, 8.x, 9	WPS	Word Processing
OpenDocument Drawing	All versions	ODG	Graphics
OpenDocument Presentation	All versions	ODP	Presentations
OpenDocument Spreadsheet	All versions	ODS	Spreadsheets
OpenDocument Text	All versions	ODT	Word Processing
PC Paintbrush Graphics	All versions	PCX	Graphics

Plain Text	All versions	TXT, DOC, LOG, ERR, C, CPP, H, SRC	Word Processing
Portable Network Graphics	All versions	PNG	Graphics
Quattro Pro	v. 6 and above	QPW, WB1, WB2, WB3	Spreadsheets
Rich Text Format	All versions	RTF	Word Processing
StarOffice Drawing	All versions	SXD	Graphics
StarOffice Presentation	All versions	SXI	Presentations
StarOffice Spreadsheets	All versions	SXC	Spreadsheets
StarOffice Text Documents	All versions	SXW	Word Processing
Tagged Image File Format	All versions	TIF, TIFF	Graphics
Truevision Targa Format	All versions	TGA	Graphics
Visio Drawing	v. 3 and above	VSD, VSDX	Graphics
Windows Bitmap	All versions	BMP	Graphics
Word Perfect Graphics	2.0 and above	WPG	Graphics

## Related Topics

- ▶ **Sending faxes**
- ▶ **Sending fax by e-mail**
- ▶ **Additional cover page options**