
HOW TO SEND AND RECEIVE AN EFAX DOCUMENT

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This tip sheet will provide instructions on how to send and receive an eFAX Document while teleworking.



Pointers to Remember:

- **VPN is required to access eFax (RightFax) from home** (If you do not have a VPN account, please complete a Service Request Form (SRF) via the ACTS service link: <https://adminsupport.cfsa.dc.gov> to request an account)
- **An existing eFax number that is assigned to your team** (If your team does not currently have an eFax number, please complete a Service Request Form (SRF) via the ACTS service link: <https://adminsupport.cfsa.dc.gov> to request a number)

How to eFAX a Document

Step 1: From your chrome browser, go to <http://10.82.59.6/webclient/> (Please use the login name and password assigned).

A screenshot of the RightFax login interface. At the top, it says "OPENTEXT RightFax". Below that are two input fields: "User ID" with a person icon and "Password" with a lock icon. There is a small dropdown menu showing "010-rfx-app-02" with a chevron icon. A blue "Sign in" button is located at the bottom right of the login area.

Figure 1

Step 2: Click New Fax.

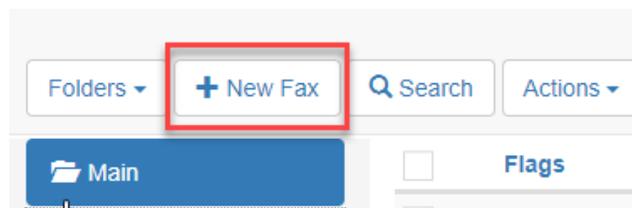


Figure 2

*For additional question or concerns contact OCTOHelps (202) 671-1566

Step 3: Enter the fax information in the **Create/Edit Fax** section.

Create/Edit Fax

To

Name  **Enter the name of the person you want to receive the fax**

Destination Type

Fax Number  **From this drop down select Fax Number or the email address of the recipient**

Destination  **Enter the phone number{91(202)000-0000} or the email address**

Figure 3

Notes:

Using a **Cover sheet** is optional. If a cover sheet is being attached to your efax include your name and email (See Figure 4).



Figure 4

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Step 4: Click on **Attach File**.

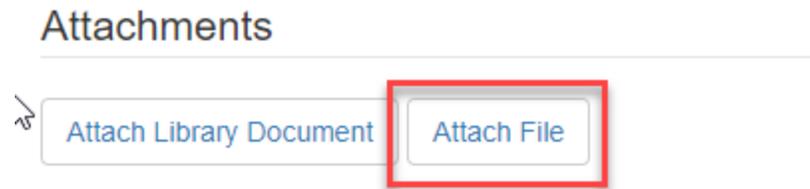


Figure 5

Step 5: Click **Browse** to select the document to be efaxed.



Figure 6

Step 6: Select File to be efaxed.

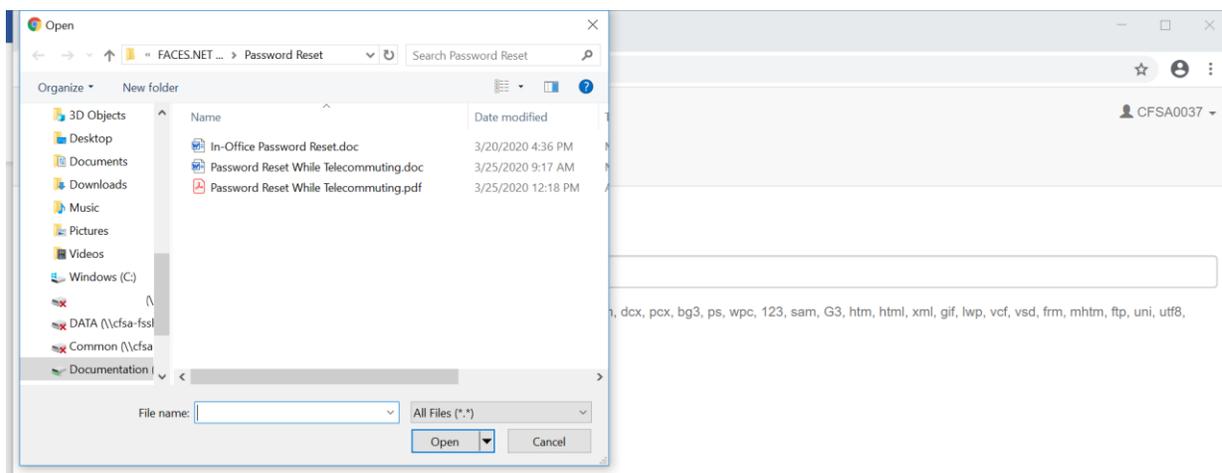


Figure 7

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Step 7: Click **Send** at the top left of your screen.

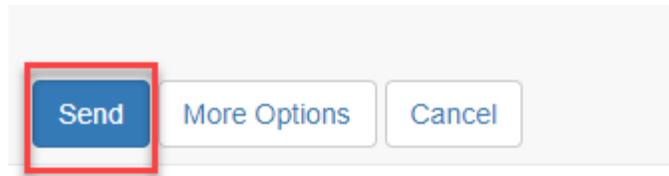
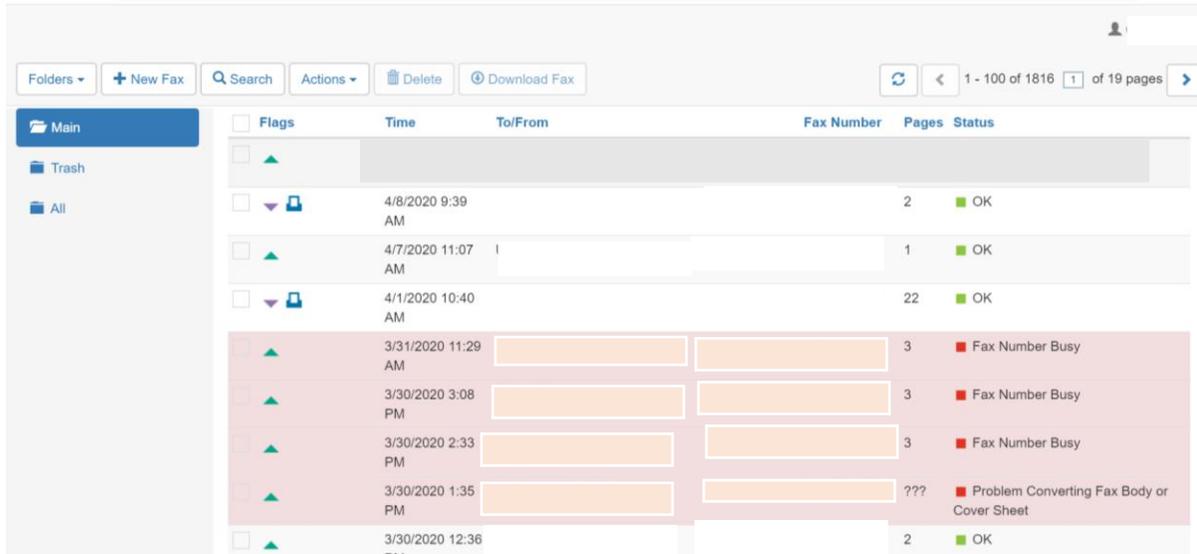


Figure 8



Flags	Time	To/From	Fax Number	Pages	Status
<input type="checkbox"/>					
<input type="checkbox"/>	4/8/2020 9:39 AM			2	OK
<input type="checkbox"/>	4/7/2020 11:07 AM			1	OK
<input type="checkbox"/>	4/1/2020 10:40 AM			22	OK
<input type="checkbox"/>	3/31/2020 11:29 AM			3	Fax Number Busy
<input type="checkbox"/>	3/30/2020 3:08 PM			3	Fax Number Busy
<input type="checkbox"/>	3/30/2020 2:33 PM			3	Fax Number Busy
<input type="checkbox"/>	3/30/2020 1:35 PM			???	Problem Converting Fax Body or Cover Sheet
<input type="checkbox"/>	3/30/2020 12:36 PM			2	OK

Figure 9

Note:

- The status will go from “Sending” or “Transmission in Progress” to “OK” if everything goes well.
- If there is a “Transmission Error”, check the number (i.e: use 9 1 then 10 digit) and call the destination facility to see if their fax machine is still active).
- If you would like to receive faxes automatically forwarded to your email, submit a ticket using SRF and provide your email ID.

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How to Receive an eFAX Document

Step 1: From your chrome browser, go to <http://10.82.59.6/webclient/> (Please use the login name and password assigned).

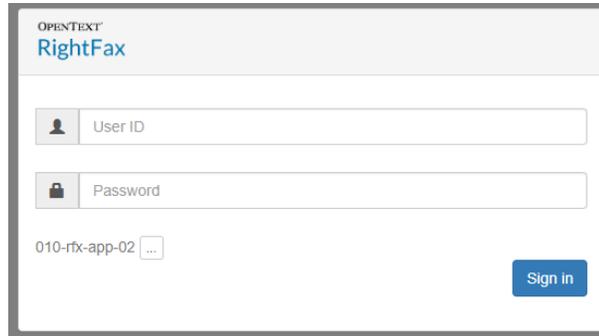
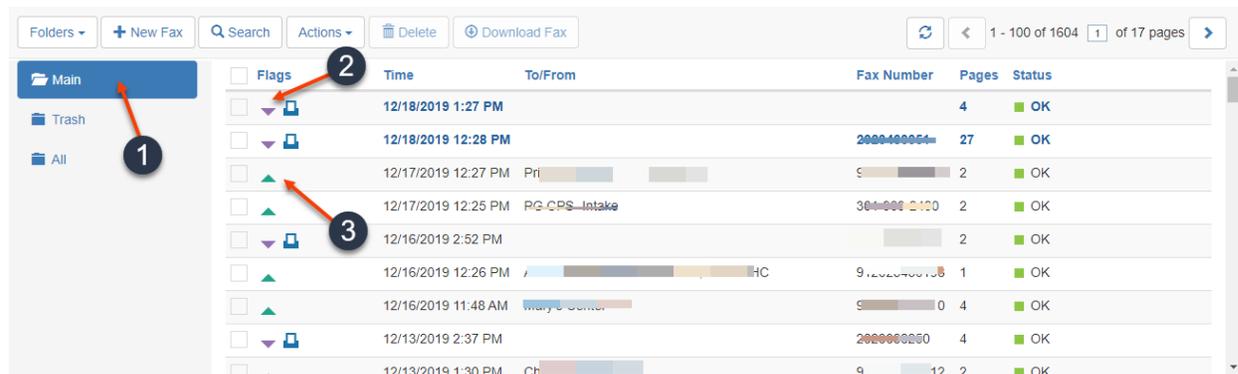


Figure 10

Note:

You can view all Fax activities under the **Main** Folder (#1 in picture). The items with Purple Down arrow (#2 in picture) are faxes received. The items with green up arrow (#3 in picture) are the faxes sent out from this account (see Figure 10).



Flags	Time	To/From	Fax Number	Pages	Status	
▼	12/18/2019 1:27 PM			4	OK	
▼	12/18/2019 12:28 PM		2000400054	27	OK	
▲	12/17/2019 12:27 PM	Pri	9122040000	2	OK	
▲	12/17/2019 12:25 PM	RG-CPS-Intake	304-000-0100	2	OK	
▼	12/16/2019 2:52 PM			2	OK	
▲	12/16/2019 12:26 PM	HC	9122040000	1	OK	
▲	12/16/2019 11:48 AM	Mary E Center	9122040000	0	4	OK
▼	12/13/2019 2:37 PM		2000000050	4	OK	
▼	12/13/2019 1:30 PM	Ch	9122040000	12	2	OK

Figure 11

Step 2: To open a fax, double-click the item from the list. (Fax can be downloaded as a PDF #1 in picture). Document size can be adjusted using the Zoom icon #2 in picture).

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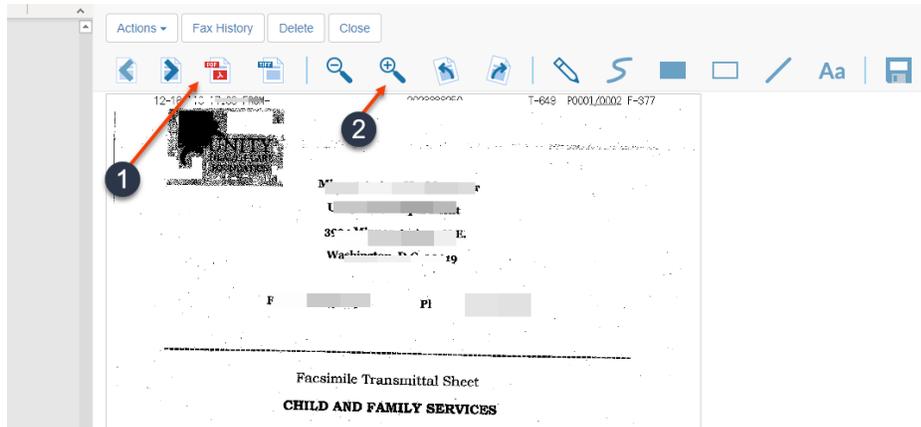


Figure 12

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