TELNET

WORLDWIDE

Digital Fax Admin Guide

Table of Contents

Signing Into The Portal

A Customer Fax Administrator can manage multiple fax accounts/numbers on behalf of their entire organization. Below are some common changes that can be performed. As the Customer Fax Administrator (aka Fax Admin), log into https://www.telnetfax.com from any browser.

Reassign an Existing Fax Number

Follow steps below to reassign an existing fax number from one person to another. A typical example might be that a former employee is replaced by a new employee.

- Click the **Users** **1** icon on the left navigation. This displays a list of all the users within the organization. Locate the desired user to change and click the **Settings Gear** **2** icon for that user (on row next to name).
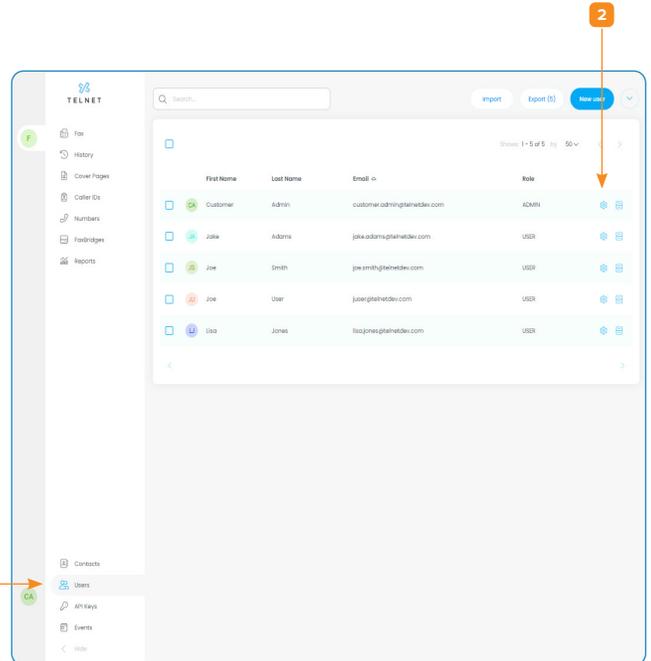
Update the **First Name** **3** and **Last Name** **4** as needed, and press **Save**.
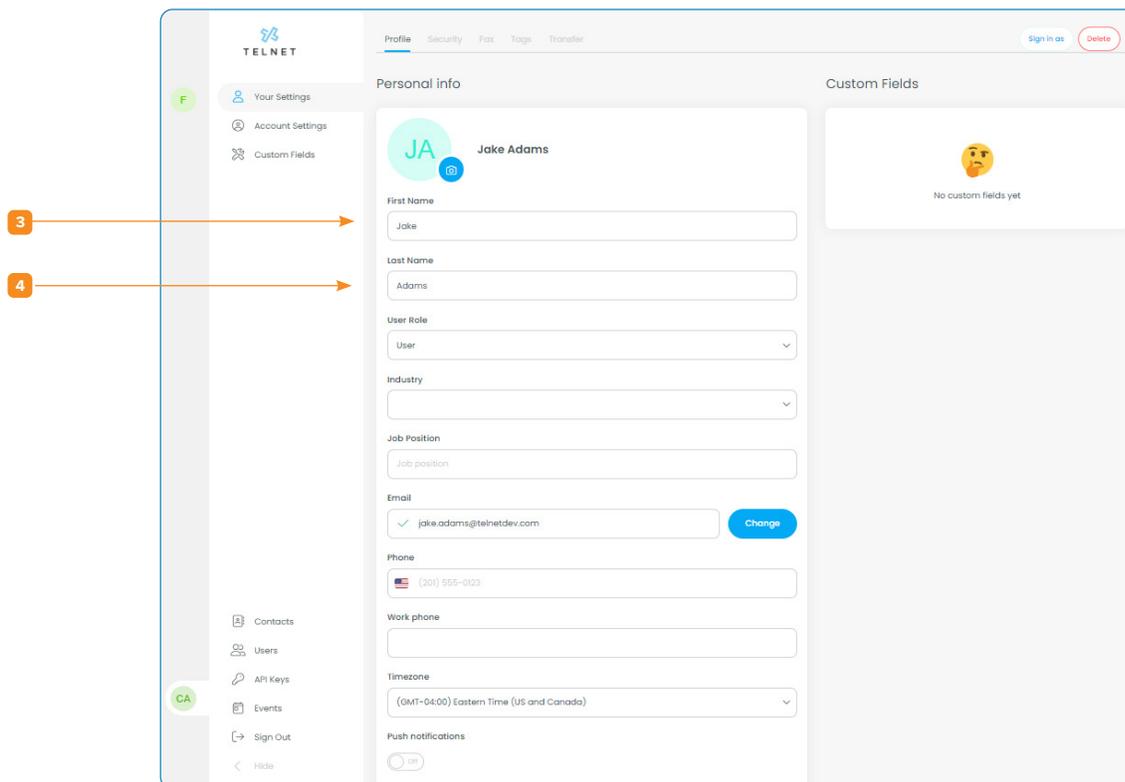
Click the **Security** 6 tab along the top navigation. Enter & confirm new password and press **Change** 7 .
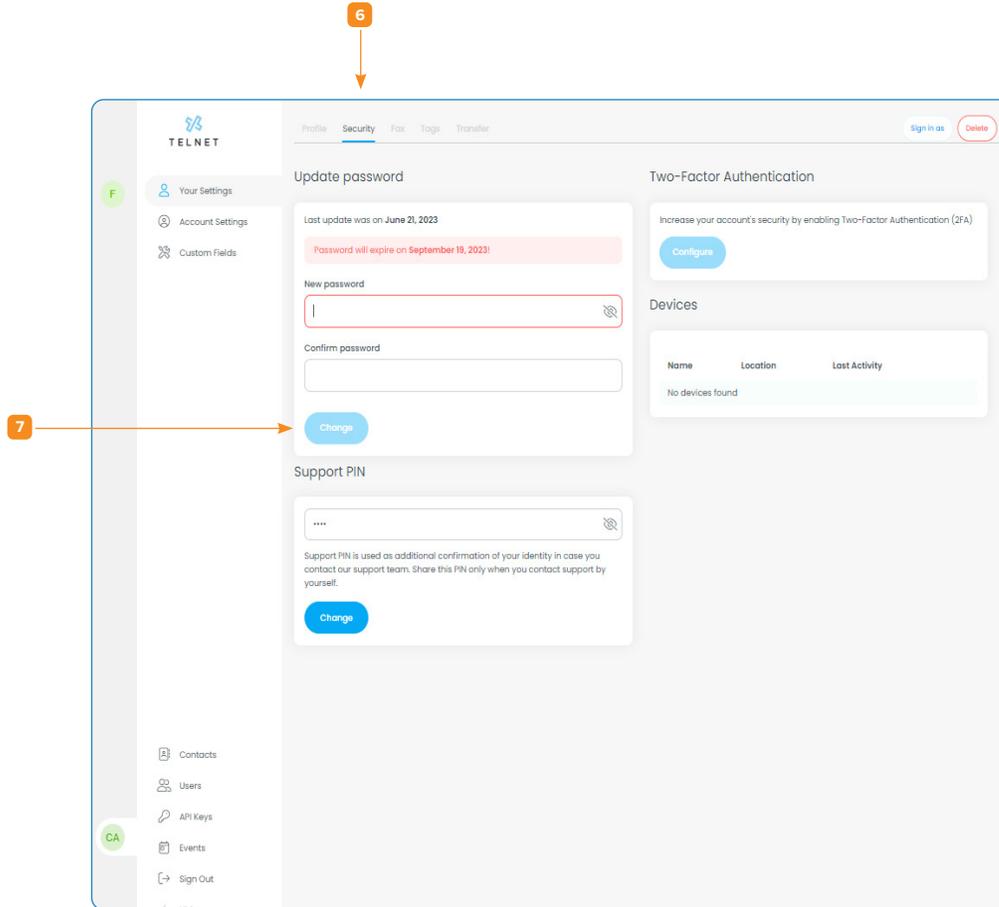
Change Email Address

If an existing email address needs to be changed, click the **Sign in as** 8 button near the upper right corner.
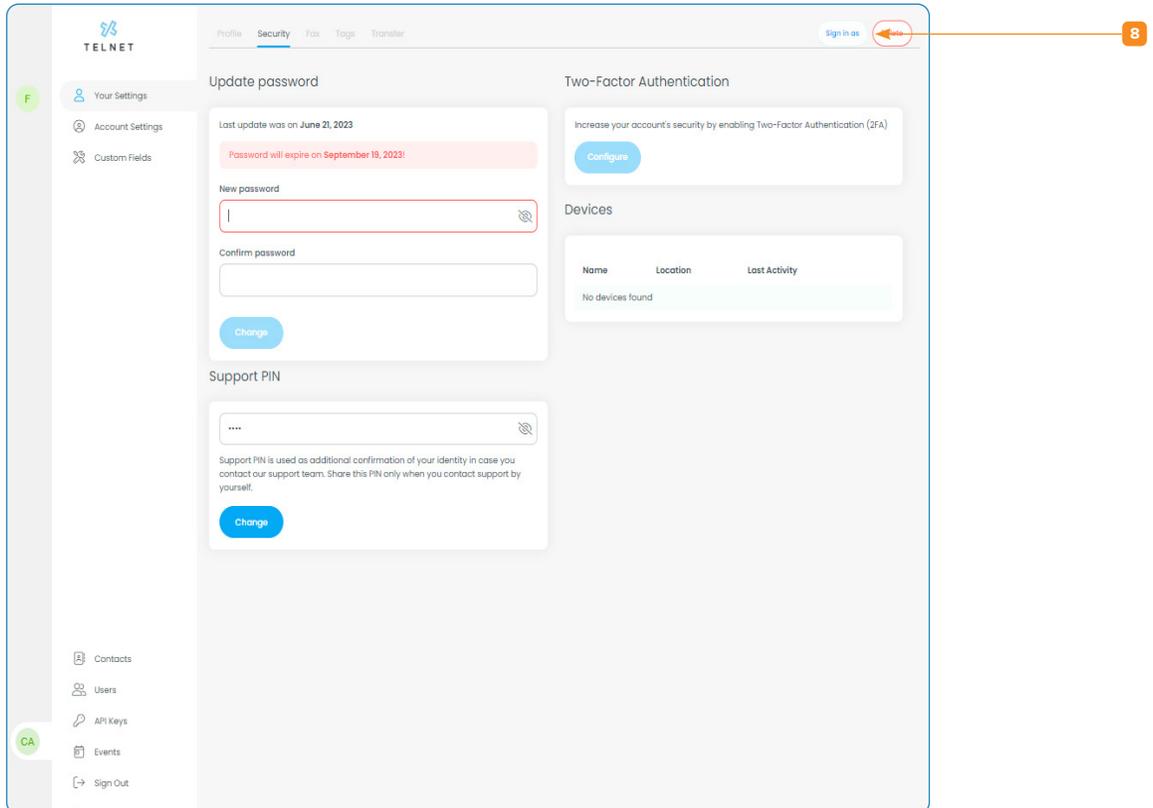
A secondary window will appear and then press the **Sign In** 9 button to temporarily sign in as an existing user.

Click the **Users avatar** 10 on lower left, followed by **Your Settings** 11 near the top
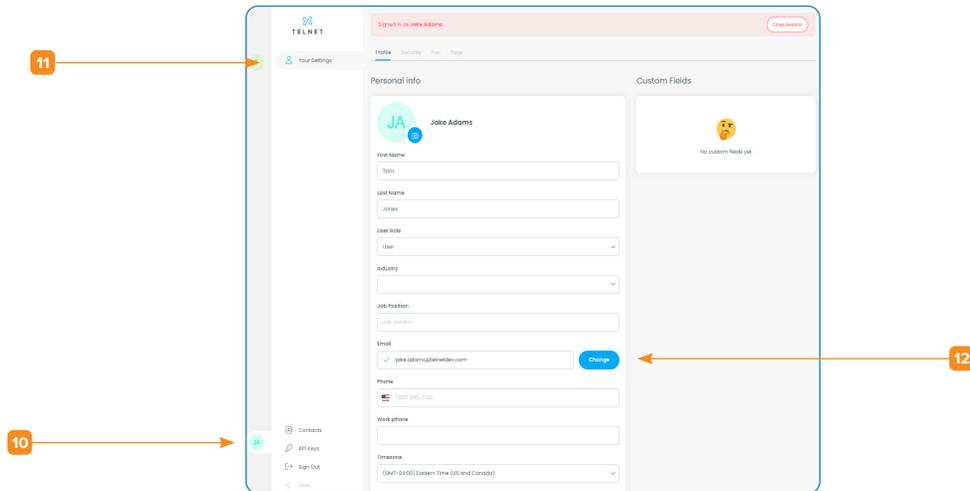
Click the **Change** 12 button (next to Email)

Enter the new email address in the field below and then press **Change** 13 .
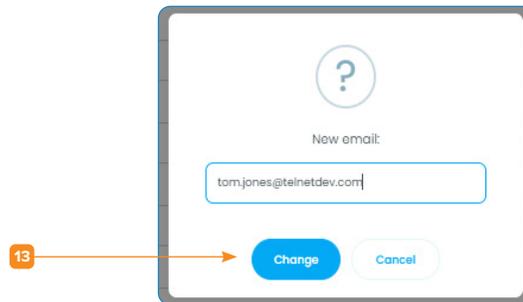
An email notification with a validation code will be sent to the *new email address*. Obtain the validation code from the new person/email inbox, enter in the field below and press **Confirm** 14 .

View Fax Usage

In left navigation, click the **Fax** 15 icon and then **Reports** 16 to view total fax page count for their entire organization and over desired interval, etc.
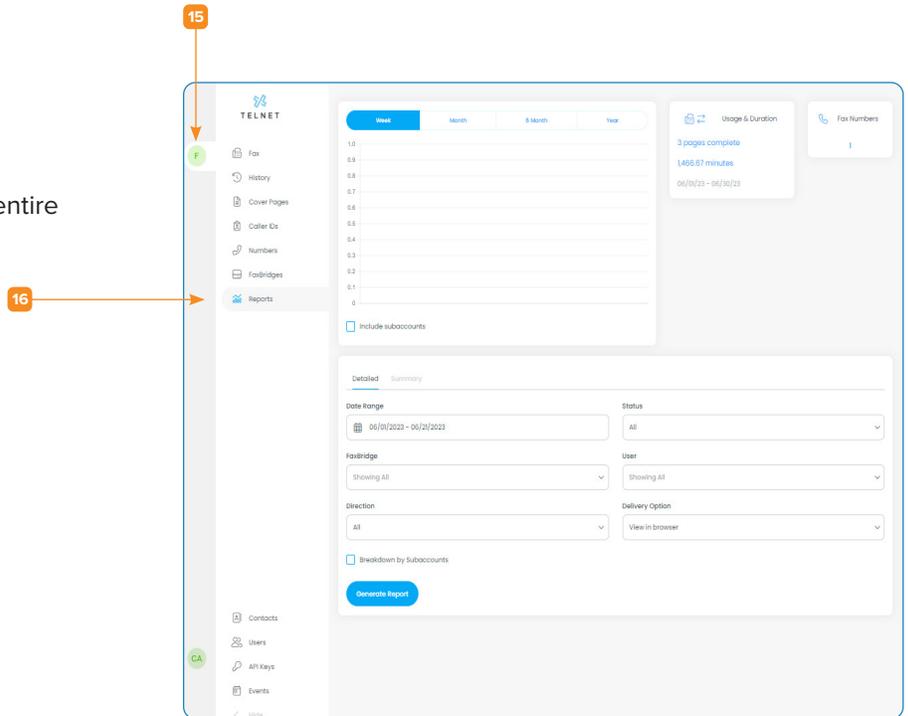
View Fax Numbers

Click **Numbers** 17 to view all fax numbers, users and email addresses for the entire organization.
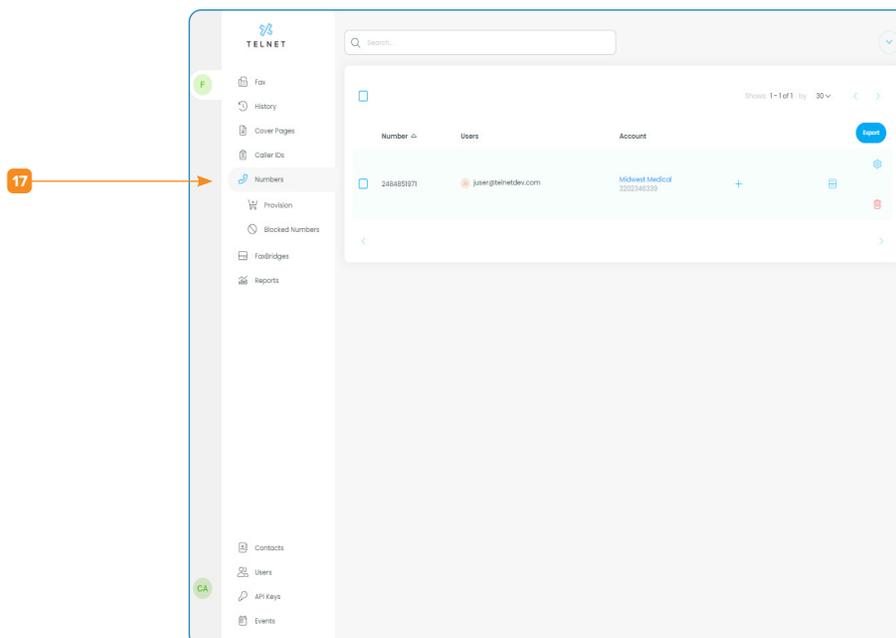
Account Settings

Modify settings for all fax users within your organization. Click your avatar (lower left) followed by **Account Settings** `18`. Then click the **Fax** `19` tab.

Adjust desired setting(s) and press **Save**.
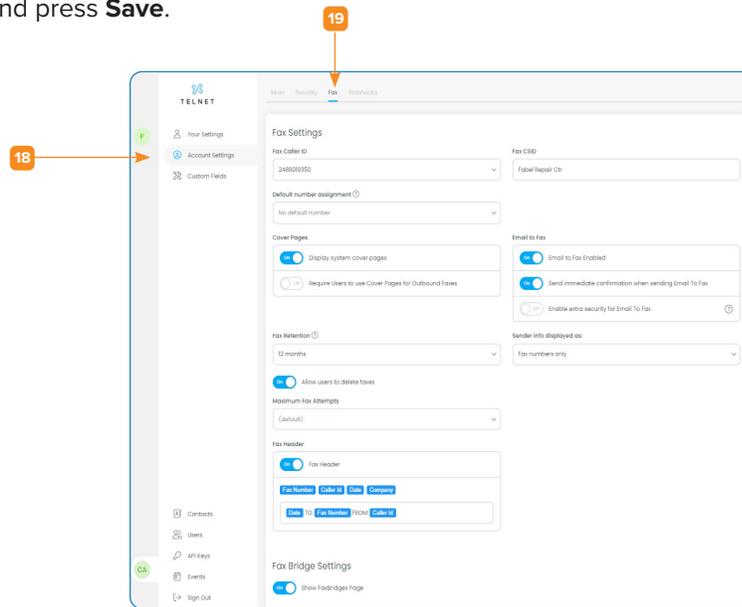
Note: For added security and HIPAA & SOC compliance, it is recommended to avoid sending fax content via email. Email notifications without any fax content is acceptable (ie, want to be notified that a fax was received).

Disable the **Email to Fax Enabled** `20` option:
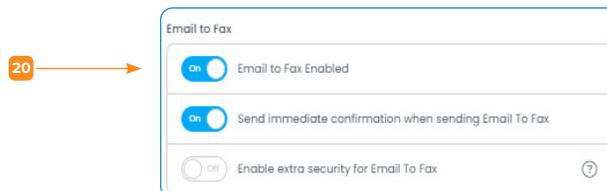
Disable the **Allow fax attachment in email notifications** `21` option.
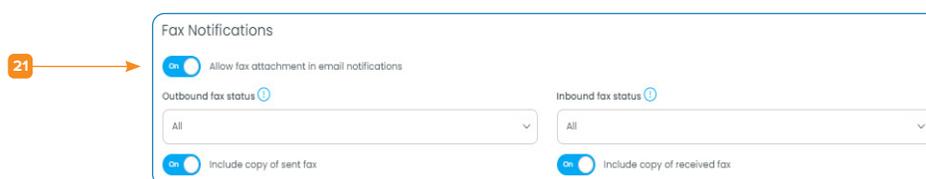
Two-Factor Authentication

As a Fax Admin, you can enforce Two-Factor Authentication for all users. Click the **Fax** 22 Icon, **Account Settings** 23 and then click the **Security** 24 tab. Set **Enforce Two-Factor** to **Account Level** 25 and click **Save**.
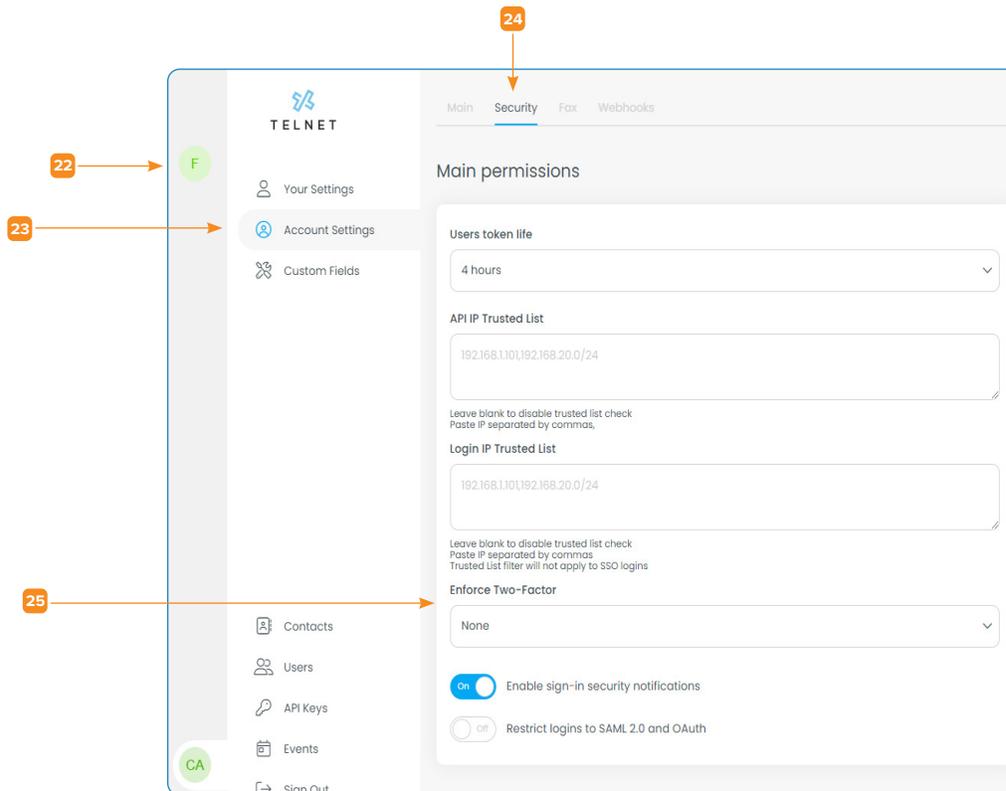
Refer to the Digital Fax Quick Guide for information on how users can add Two-Factor Authentication for added security. This associates the users mobile phone/SMS with the digital fax web portal login process.

End user 2 factor authentication steps:

1. Click **Security** from the top navigation.
2. Change your password in the **Update Password** section - especially after first login.
3. For added security, click on **Configure** in the **Two-Factor Authentication** section and follow the steps to select SMS method, followed by entering your mobile phone number. Click **Send security code**. Retrieve 6 digit security code from mobile phone and enter it in spaces provided. Press **Submit**.
- Your mobile phone will now be required to access the fax portal.

FaxBridge Installation

Using a TelNet provided Digital FaxBridge? Please see the Installation Guide for more detail!