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SecureFax

FaxCentral User Guide

FaxCentral User Guide

Fax Central Portal: The portal allows access to the following:

Download incoming faxes
Send outgoing faxes
Creation of a fax cover page

Access: https://portal.vitelity.net/login.php

Default Username: Your main fax number
Password: _____

The next few pages provide screen shots of the various features of your new fax solution.

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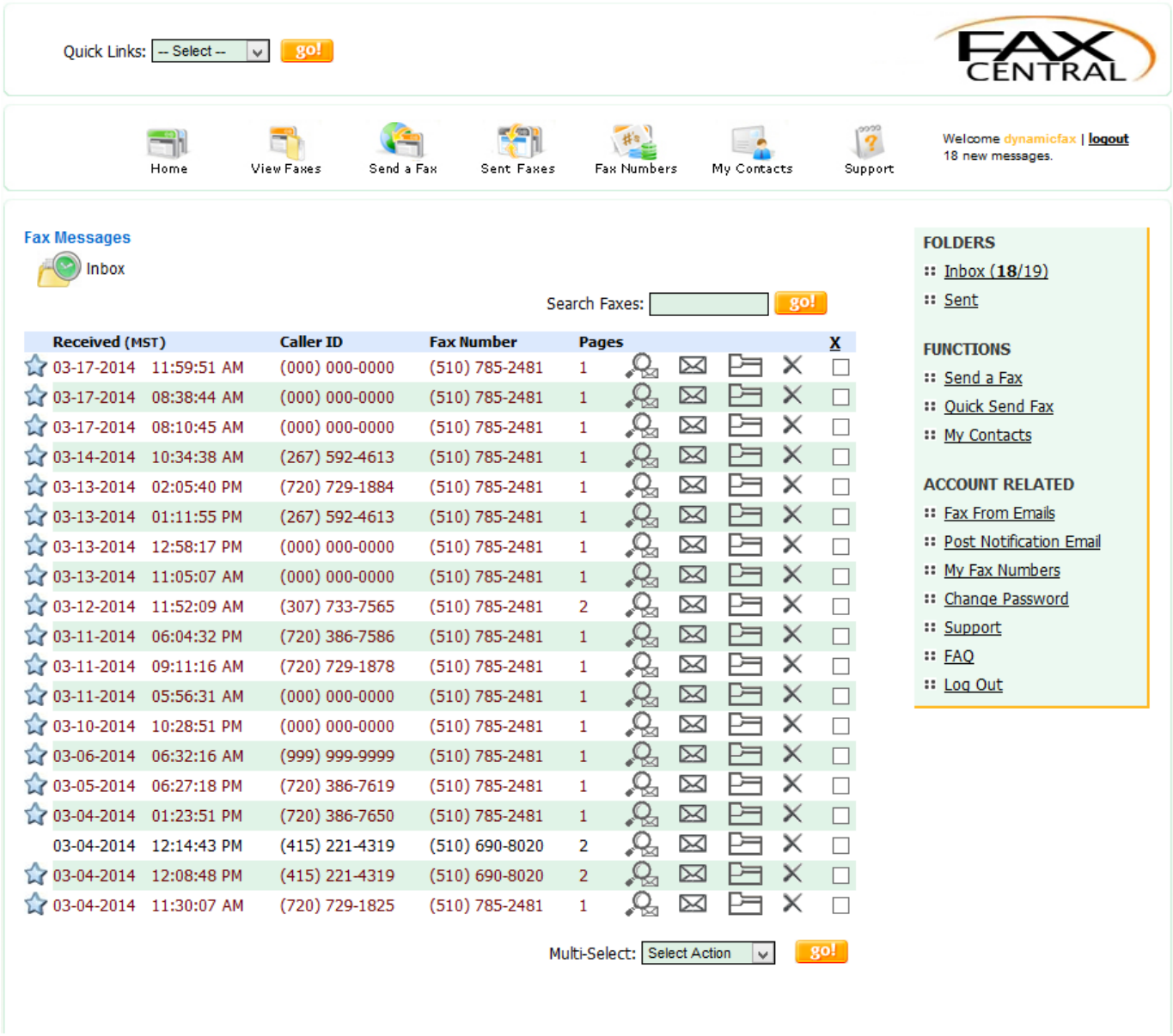
Inbound Faxes



From this screen you can download, forward and delete incoming faxes.

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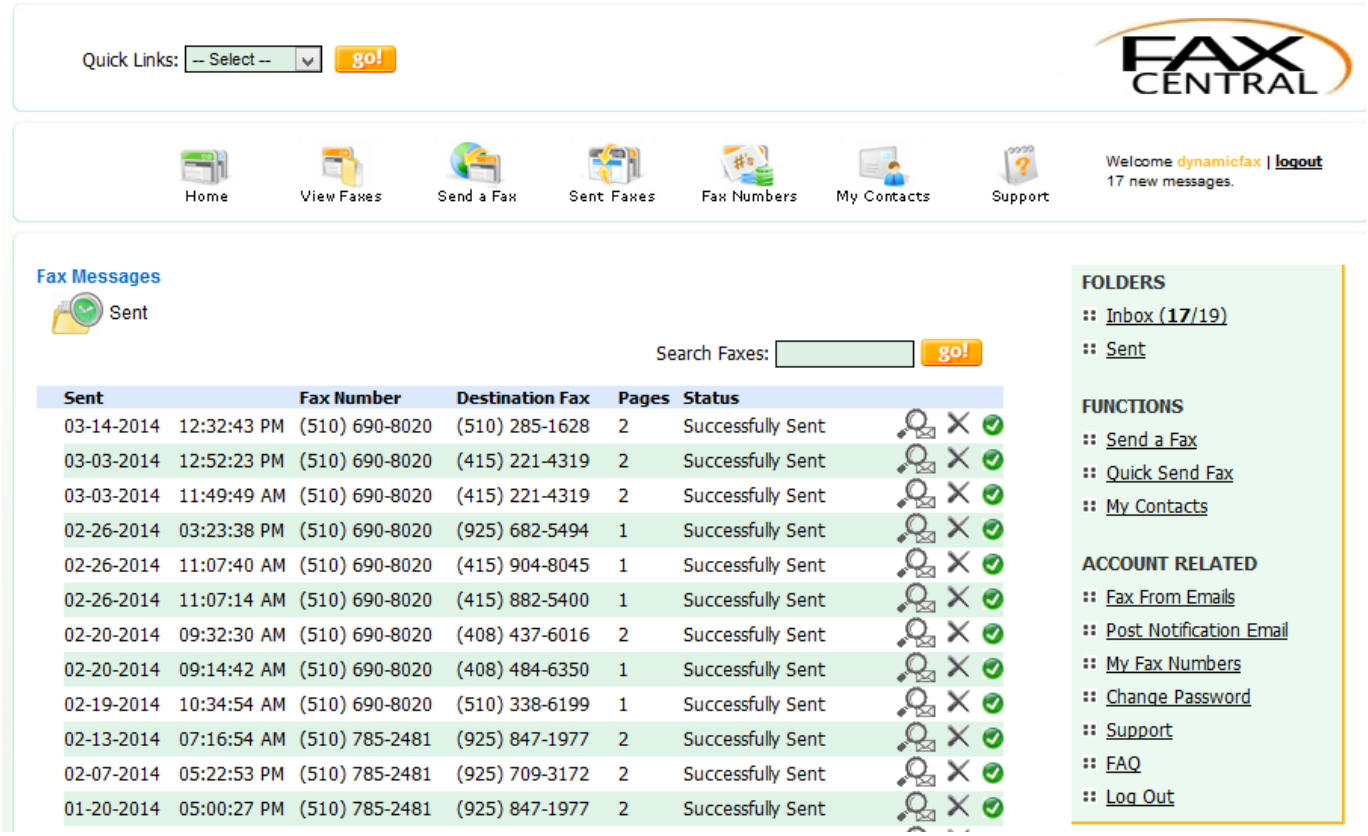
Sent Faxes



See time, date, number dialed, pages delivered and status

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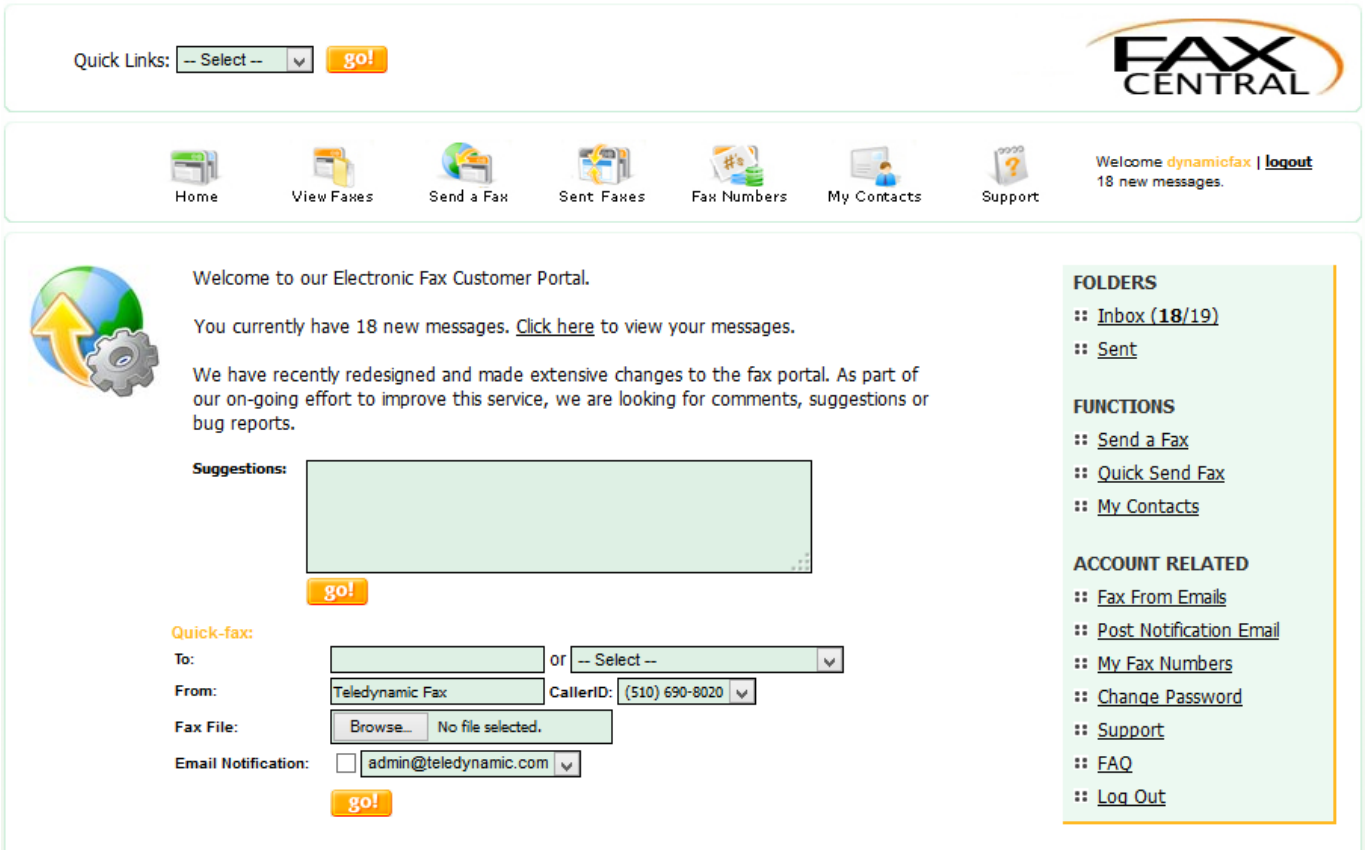
Quick Fax: One Step Faxing



The quick fax is a one screen process to send a fax

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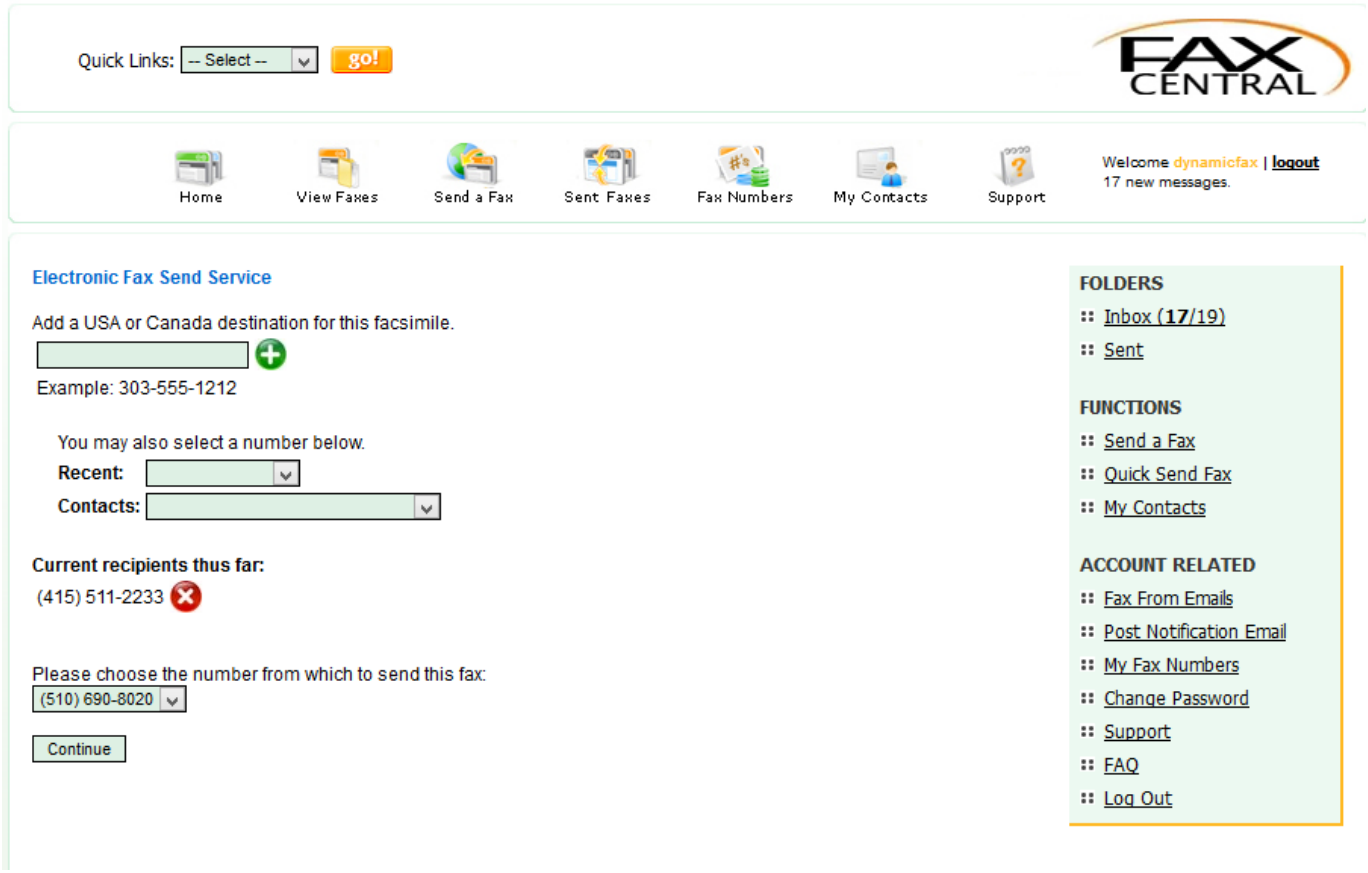
Sending Faxes Step 1: Phone Number



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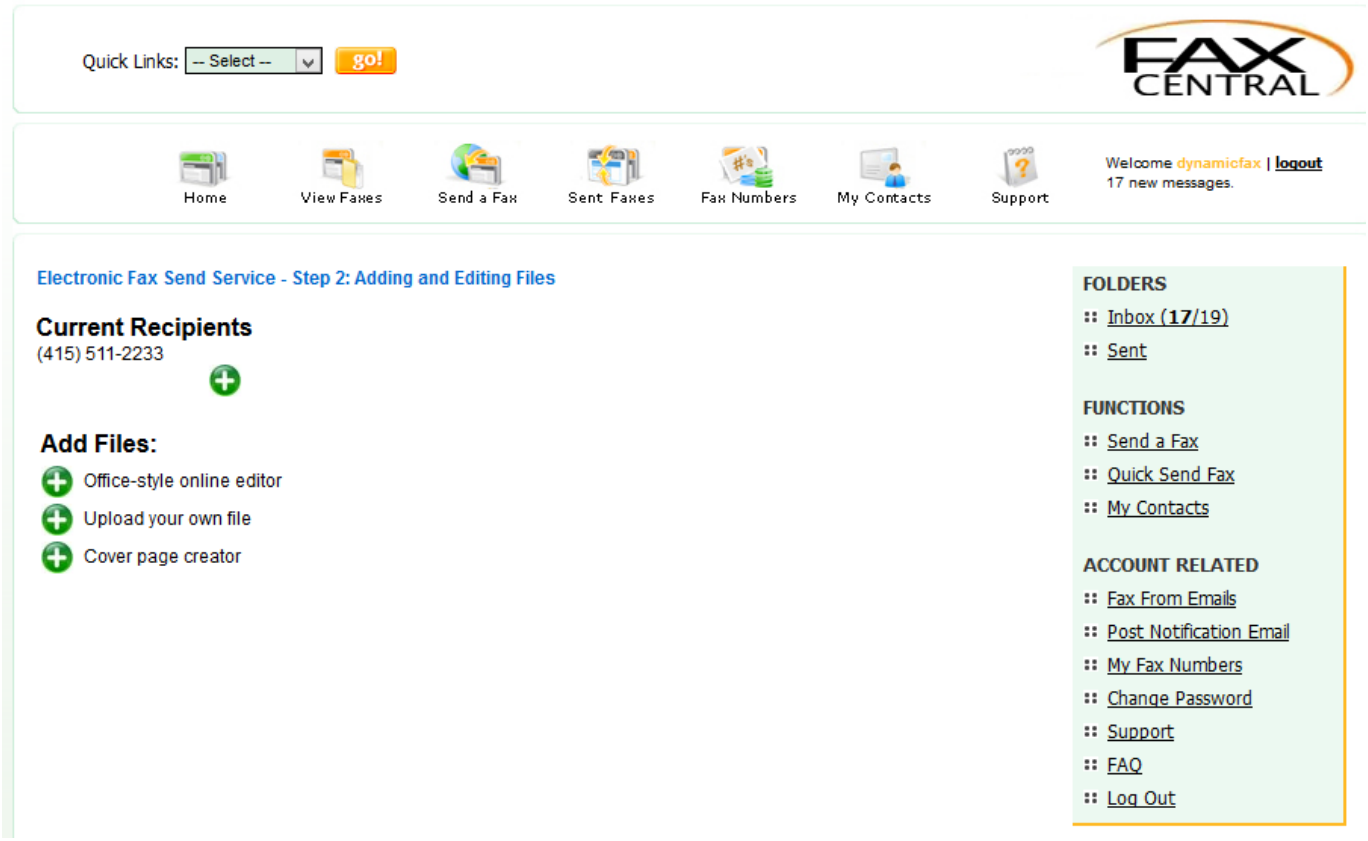
Sending Faxes Step 2: Add Files



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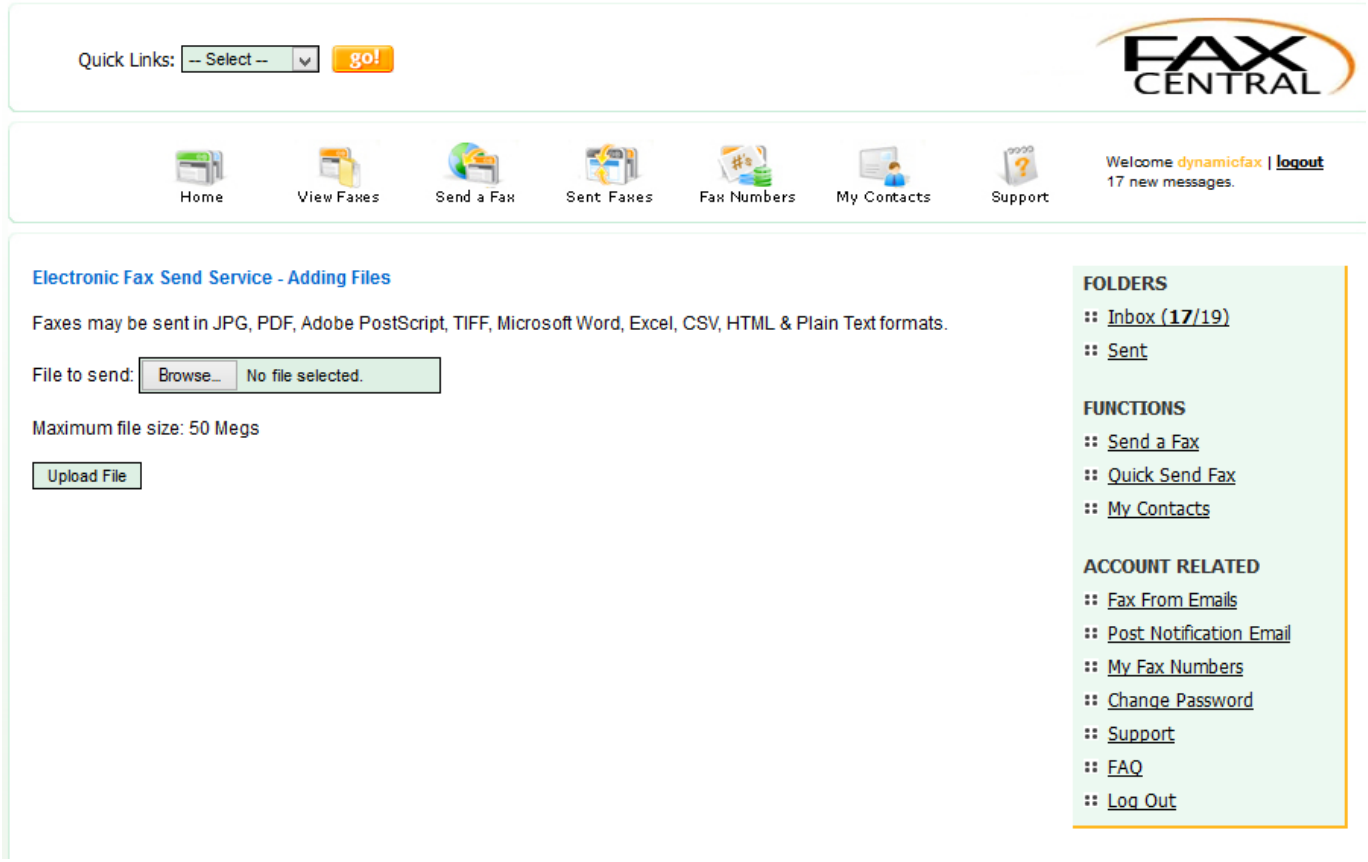
Sending Faxes Step 3: Upload Your Own File



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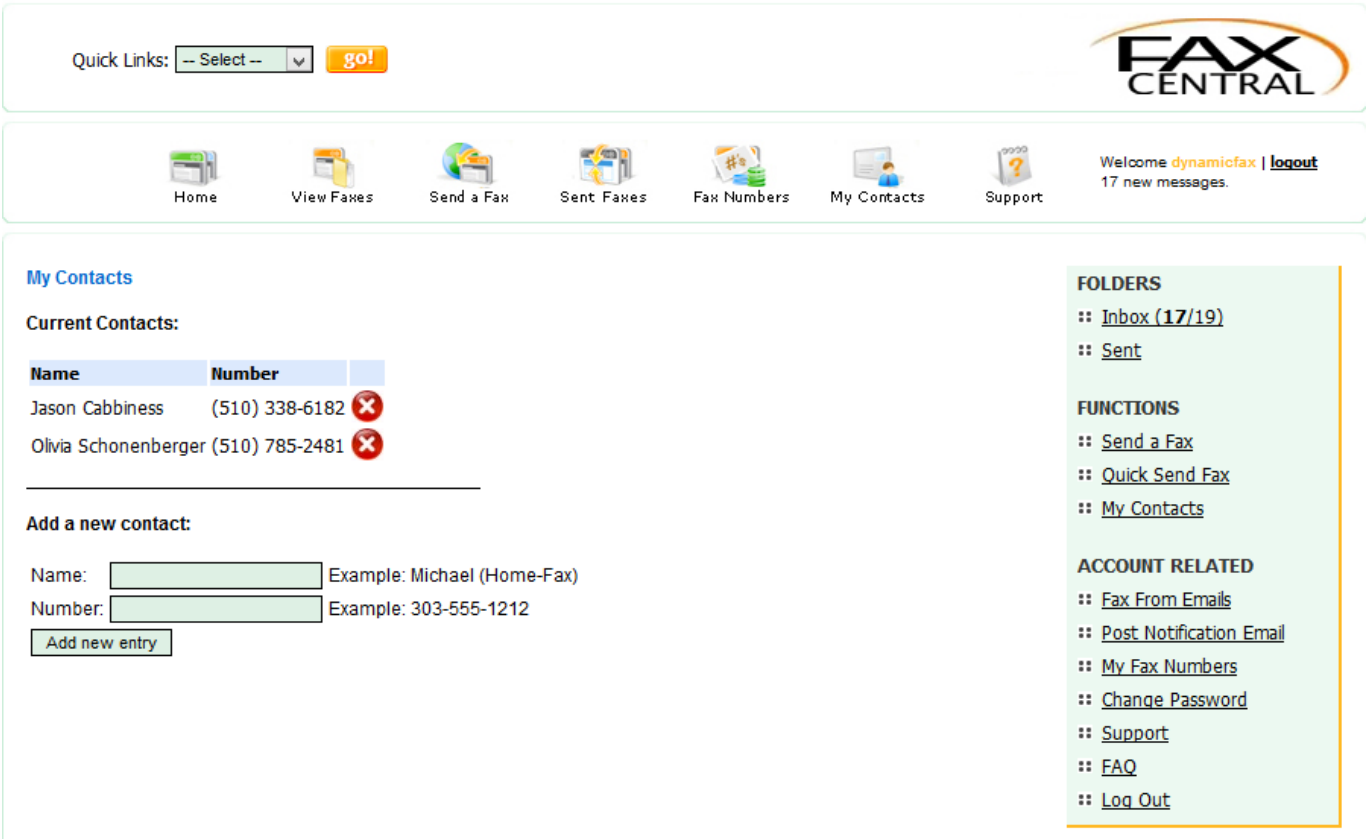
My Contacts



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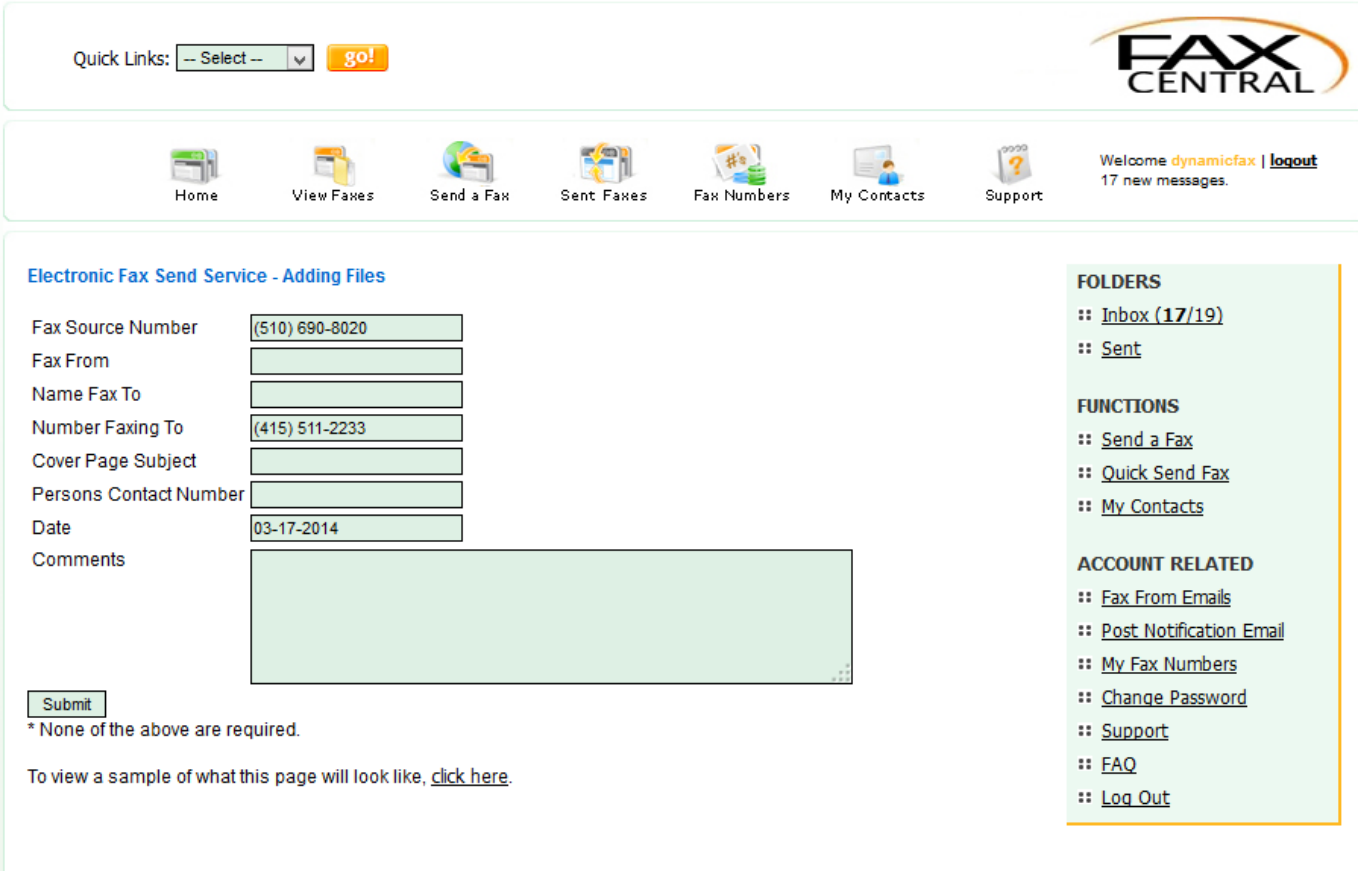
Cover Page Creator



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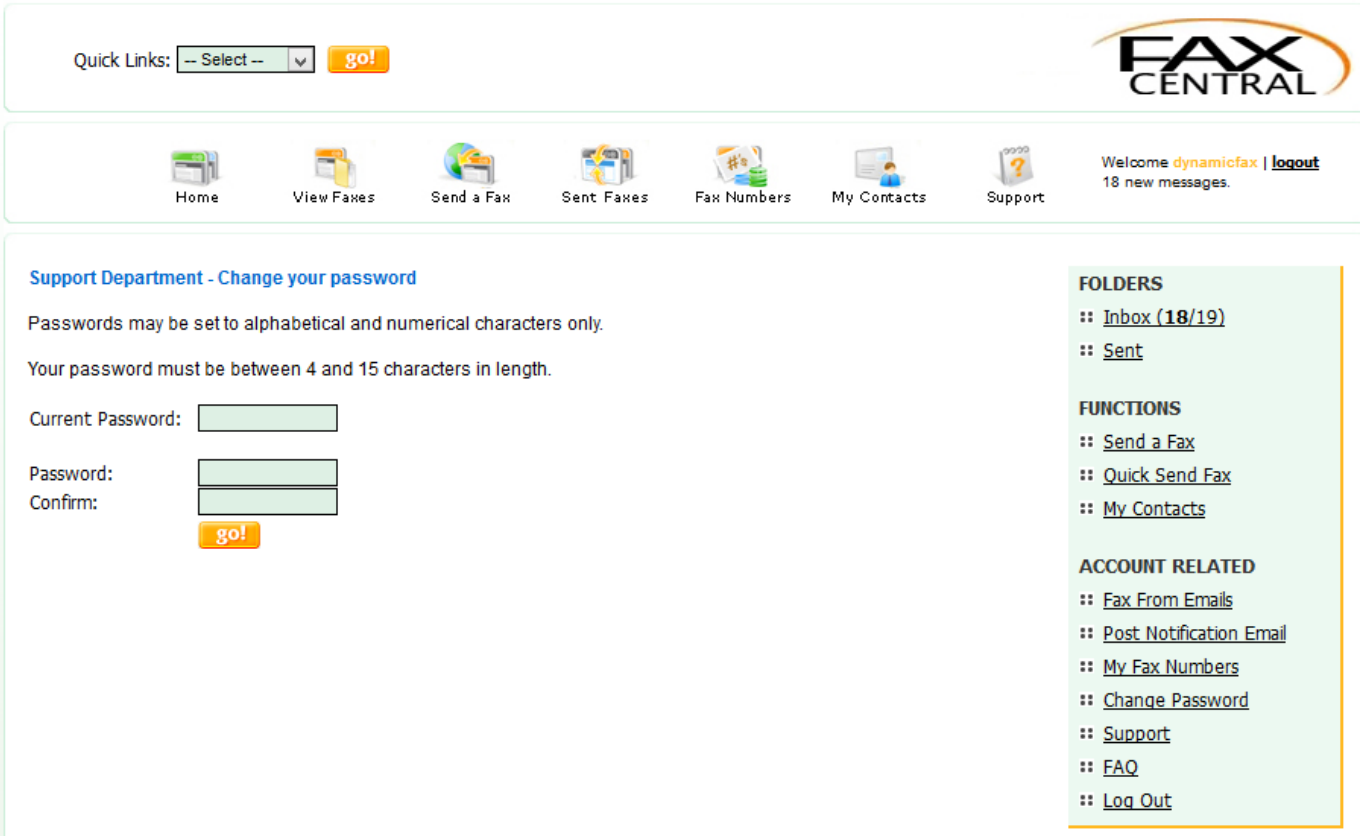
Changing Your Password



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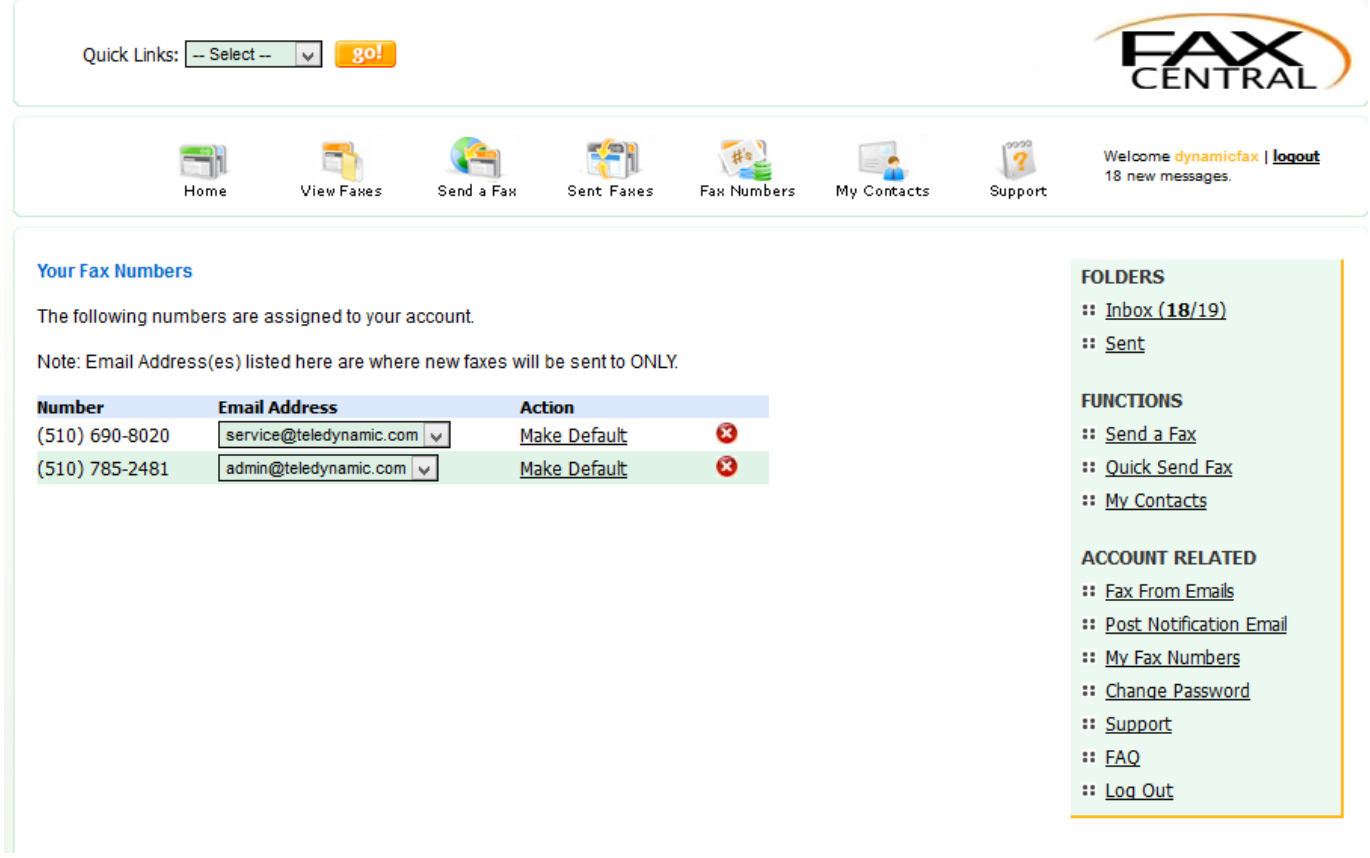
Your Fax Numbers



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Frequently Asked Questions

How long does it take before I will receive my faxes?
Your fax messages should appear on the "VIEW FAXES" page within 5-10 minutes. Sometimes this timeframe can be exceeded due to unforeseen circumstances, but please be assured they will arrive as soon as possible.

What is the default number setting for on the Fax Numbers page?
This setting allows you to specify which number should be used as the from-number when sending faxings with our VNFax software.

How do I send faxes via Email with the Email-to-Fax service?
To send a fax using our Email-to-Fax service simply send an email using the following parameters. Emails should be sent with a single attachment; as our system will only fax a single attachment per email.

Attachments may be sent in JPG, PDF, Adobe PostScript, TIFF, Microsoft Word, Excel, CSV, HTML & Plain Text formats.

To: <10_digit_number>@emailyourfax.com
From: authorized@email_address.com
Subject: <Your Fax DID number; 10 digits only>
Body: <blank>

Upon submission our system will reply with a confirmation or rejection notice with explanation.

New faxes sent with this service will be displayed on the "FAX STATUS" page with their current status.

How do I add or remove Authorized Email addresses so I can send to [number@emailyourfax.com]?
To view or edit your list of current emailyourfax.com Authorized Email addresses please click here. If an edit menu does not exist, contact your account manager for permission.

How do I change the email addresses that my new faxes are sent to when I receive them?
Click the Fax Numbers page and choose "Emails" under the Action menu. If this item does not exist on your screen, contact your account administrator to get access.