



BUSINESS CLOUD FAX

By Northland Communications

USER MANUAL



JANUARY 2023

TABLE OF CONTENTS

CLICK ON ANY PAGE NUMBER TO RETURN TO THE TABLE OF CONTENTS

LOGGING INTO THE WEB CLIENT	1
CREATING + SENDING	2
MANAGING OUTBOUND FAXES	3
ADDING ATTACHMENTS	4
MANAGING INBOUND FAXES	5
FAXING FROM YOUR EMAIL	6

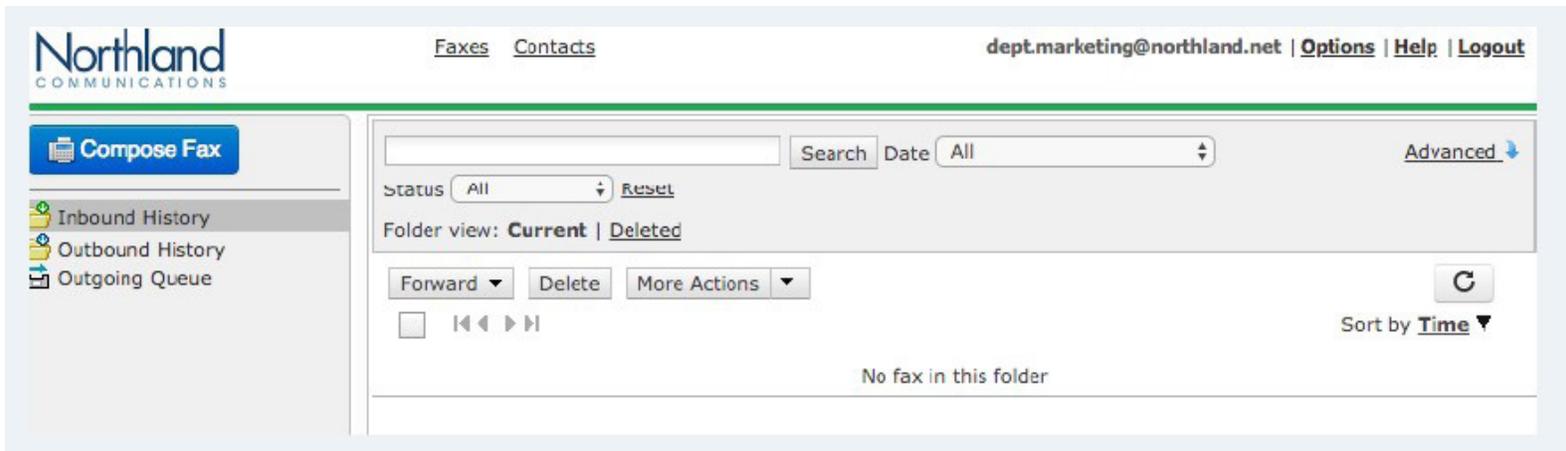
LOGGING INTO THE WEB CLIENT

- + Launch your Web browser using the link or address communicated by your administrator:
<https://cloudfax.northland.net>.
- + Enter your email address (or SMTP address), as assigned by the system administrator.
- + Enter your password.
- + If needed, check the 'Stay Signed In' box to access the interface more quickly on future logins.
- + Click Login (Once you are logged in, the Inbound History page of the Web Client is displayed).



The login form is located on the right side of the page. It contains the following elements:

- Email Address :** A text input field with the placeholder text "Type your email".
- Password :** A password input field with a "Show/Hide" icon.
- Stay signed in
- Login** button



The screenshot shows the Northland Communications web client interface. The top navigation bar includes the Northland Communications logo, "Faxes" and "Contacts" tabs, and the user email "dept.marketing@northland.net" with links for "Options", "Help", and "Logout".

The main content area is divided into a left sidebar and a main panel:

- Left Sidebar:** Contains a "Compose Fax" button and a list of navigation items: "Inbound History", "Outbound History", and "Outgoing Queue".
- Main Panel:** Features a search bar, a "Date" dropdown set to "All", and an "Advanced" link. Below this is a "Status" dropdown set to "All" with a "Reset" link. The "Folder view" is set to "Current" with a "Deleted" link. Action buttons include "Forward", "Delete", and "More Actions". A "Refresh" button (circular arrow icon) is also present. The "Sort by" dropdown is set to "Time". The main content area displays "No fax in this folder".

CREATING + SENDING A FAX FROM A WEB CLIENT

2

To use this feature, you must have faxing rights. To create and send a fax using the Compose feature of the Web Client, perform the following steps:

+ Select **Compose Fax**.

+ In the Compose Tab, enter the Name, Company and Fax Number of a recipient.

NOTE: The Name, Company and Fax Number fields offer automated entries from the Web Phone Book when you start to enter a value.

+ Enter the subject of the fax in the 'Subject' field (not required).

+ Enter the actual text of the message in the 'Comment' section.

NOTE: This is not a required field. The fax may entirely be your attachment.

+ If you need to use a specific cover sheet, select one from the Cover Sheet drop-down list or select **None** if you do not wish to append one to the fax.

+ If you want to attach a document to the fax, refer to [Adding One or More Attachments to a Fax](#).

+ If you need to modify the sender information, company information, or settings of the current fax, refer to the **Sender + Company Information** and **Options Tab**.

+ Click **Submit** (located above Compose Features Tab).

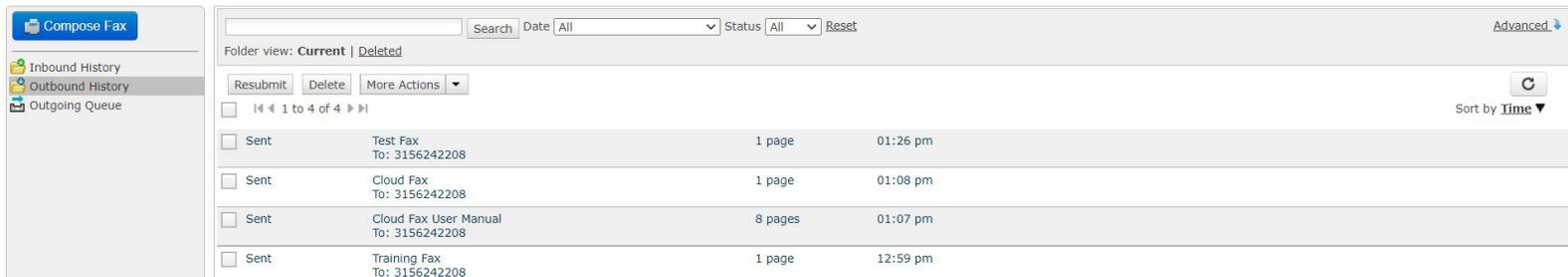
+ If you wish to add the contact person into a list of personal contacts available on the Web Client, click the check box on the confirmation window.

When submitting a fax the Web Client confirms the sending status with a Broadcast ID confirmation similar to the following:

MANAGING YOUR OUTBOUND FAXES FROM THE WEB CLIENT

3

- + Select Outbound History from the Home screen. Your sent faxes are displayed.
- + Select one or more faxes by checking the box(es) to the left of the fax entries in the Outbound History window. A list of actions is displayed. (See below).
- + To change how the faxes are displayed, select the **Sort by** drop down on the right. You can sort by Status/To/From or Time.

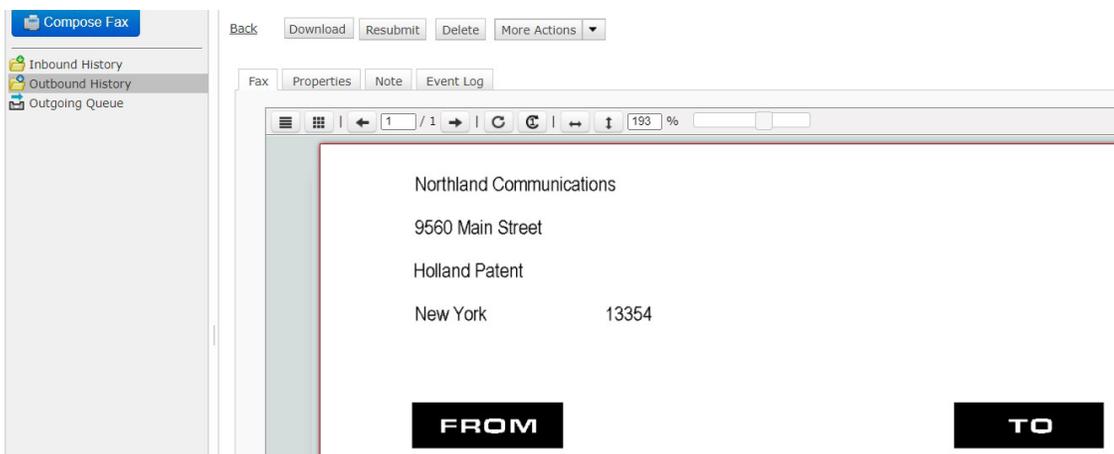


- + Select **Resubmit** to request a resubmission of the selected fax.
- + Select **Delete** In the Outbound History Folder View to remove the selected fax(es). Deleted faxes can be viewed in the Deleted Folder view.

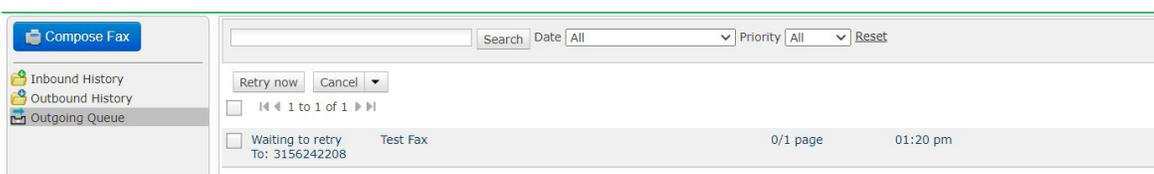
NOTES: In Outbound History Deleted Folder View: Clicking **Delete** permanently deletes the selected fax(es). Clicking **Restore** returns the selected fax(es) to the Inbound History - Current Folder.

- + Select **More Actions** to mark the selected fax(s) as viewed or unviewed.
- + The **Select All** Check Box selects all the faxes shown in the folder.

Double click a fax to view, download and see additional information about the fax.



To view the status of an outgoing fax, select Outgoing Queue from the Home screen.

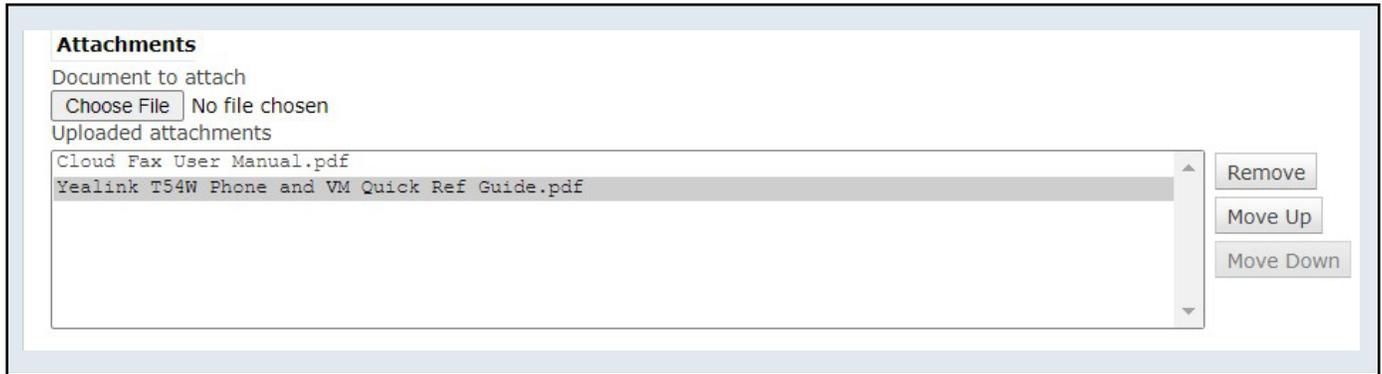


ADDING 1 OR MORE ATTACHMENTS TO A FAX FROM THE WEB CLIENT

4

This procedure considers that you are preparing a fax before sending it. For more information about sending a fax, refer to [Creating and Sending a Fax from a Web Client](#) or [Creating and Sending a Fax from your Email](#).

TO ADD ONE OR SEVERAL ATTACHMENTS TO YOUR FAX:



The screenshot shows a web client interface for adding attachments to a fax. The section is titled "Attachments" and contains the following elements:

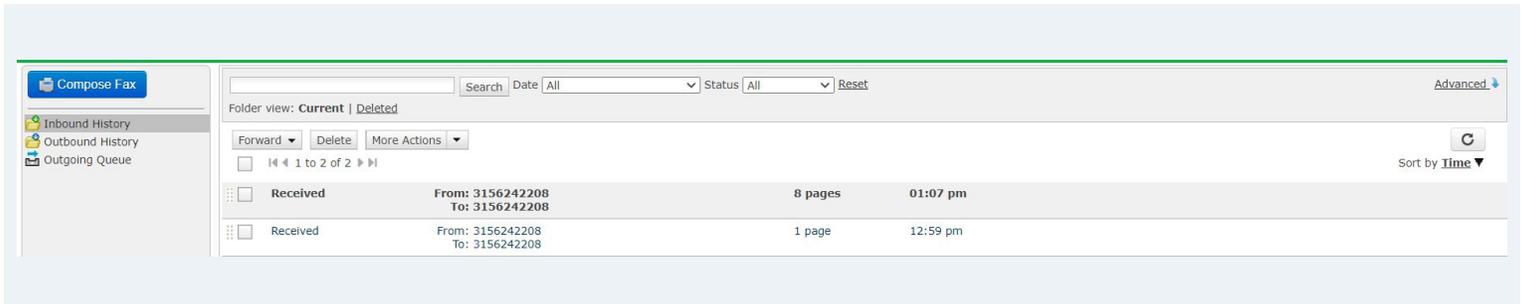
- A "Document to attach" section with a "Choose File" button and the text "No file chosen".
- An "Uploaded attachments" section with a list of two files:
 - Cloud Fax User Manual.pdf
 - Yealink T54W Phone and VM Quick Ref Guide.pdf (highlighted)
- Three buttons on the right side of the list:
 - Remove
 - Move Up
 - Move Down

- + Select Choose File at the bottom.
- + Choose the file you wish to upload to the fax, Click **Open**.
- + Repeat this operation for every fax attachment.
- + Use the Remove button to remove an attachment.
- + Use the Move Up and Move Down buttons to modify the order of the attachments.

MANAGING YOUR INBOUND FAXES FROM THE WEB CLIENT

5

- + Select Inbound History from the Home screen. Your received faxes are displayed.
- + Select one or more faxes by checking the box(es) to the left of the fax entries in the Inbound History window. A list of actions is displayed. (See below).
- + To change how the faxes are displayed, select the **Sort by** drop down on the right. You can sort by Status/To/From or Time.

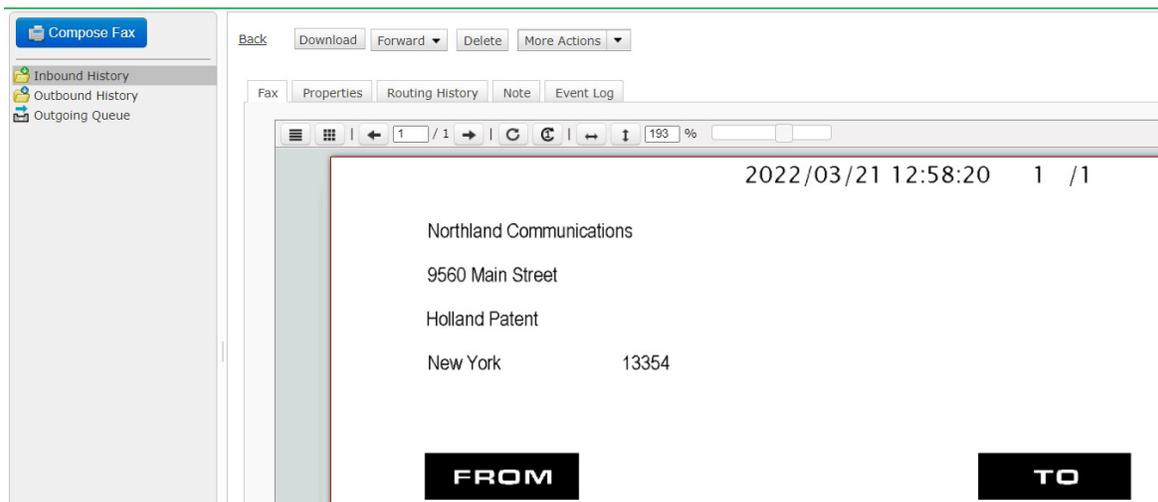


- + Select **Forward** to forward one or more faxes to one or more additional recipients.
- + Select **Delete** in the Inbound History Folder View to remove the selected fax(es). Deleted faxes can be viewed in the Deleted Folder view.

NOTES: In the Inbound History Deleted Folder View: Clicking **Delete** permanently deletes the selected fax(es). Clicking **Restore** returns the selected fax(es) to the Inbound History - Current Folder.

- + Select **More Actions** to mark the selected fax(s) as viewed or unviewed.
- + The **Select All** Check Box selects all the faxes shown in the folder.

Double click a fax to view, download and see additional information about the fax.



CREATING + SENDING A FAX FROM YOUR OUTLOOK EMAIL

Sending a fax from your email is just like ending an email except you use the received fax number(s) in the “To” field. The account you are sending the fax from must be the email address associated with the Northland Cloud Fax customer account for permissions.

- + Open an email window in Microsoft Outlook by clicking **New** on the left hand side of your home screen.
- + In the “To” field, enter the fax recipient’s 10-digit phone number followed by [@cloudfax.northland.net](mailto:3156242021@cloudfax.northland.net).
- + Enter the Subject of the fax in subject line (not a required field).
- + Enter the actual text of the message in the body section of the email message section.
NOTE: This is also not a required field and the fax may entirely be your attachment.
- + If you want to attach a document to the fax, click **Attach File** and select document from your PC.
- + Click **Send** on the left hand side of the Outlook window.
- + You will receive an email notification of a job status of the outbound fax.

