

Using the new FortiVoice electronic fax system

TCC IT has migrated existing Xmedius Fax users to FortiVoice Fax. If it is discovered that a user or department was missed, here are a few key steps to follow:

- 1) The department who owns the fax number is to identify all people who are to send and receive faxes for the number
- 2) all users who are to send faxes must update their information in banner.
- 3) IT configures the fax number and removes it from the old system
 - a. IT configures the receiver only email recipients
 - b. IT configures the approved senders/receivers
- 4) Users who can send faxes log in to the interface to send faxes

Identifying users who can send or receive faxes


The owner of the fax number will need to let IT know who can send or receive faxes. It is possible for a person to receive faxes but not send them, but it is not possible for a person to send faxes without receiving them also. If a person is to just receive a fax, IT will only need their email address. If they are to send and receive, IT will need to know the persons name, campus wide ID (T#), email address, and phone extension. The person's phone information must be accurate in banner. Send all the pertinent info in an e-mail to netopsquotes@tulsacc.edu

Updating users contact information in Banner

To update your Banner record to reflect this using the Self Service Account Manager:

- Go to the Self-Service Account Manager: <https://webapps.tulsacc.edu/ords/f?p=146>
- Login with your CWID and Password, click on the big "Update phone number" button and make sure the last four digits under "Office Phone Number" match your extension. If it already does, you can click cancel. If it is incorrect or missing, enter the correct 4-digit extension, scroll down and click "Update".

Office Phone Number

Office 

*Displayed on TCC's public employee directory

Logging in to the Fortivoice Web Interface

1. Once you have been notified that faxing is enabled for you in the FortiVoice system, go to <https://phone.tulsacc.edu/>
2. Enter your phone extension and windows/mytcc password. Click login.
3. The main screen of the voice website has many options. You can see your call history, listen to voicemails, and many other options.
4. Click the Fax icon
5. Next to the fax dropdown arrow, change inbox to monitor. NOTE: The fax inbox is not used with our system.
6. If you are monitoring multiple fax numbers, you can change the efax account by clicking the drop down arrow and selecting the other fax numbers. From here, you can view any previously faxes sent by the system.

Sending a fax:

1. While logged into the fax interface with the monitor drop down selected.
2. Click New
3. Enter the recipient's 10 digit fax number, numbers only, no hyphens or other delimiters.
4. Next to attachment, click the + symbol.
5. Select the PDF you wish to send.
6. Click the send button.

Checking sent status:

1. In the top left corner next to Fax, select Sent.
2. The status field shows if the fax is in progress, failed, or sent.

Deleting a fax:

1. From both the monitor drop down and sent drop down.
2. If a fax contains confidential information, you can select the fax and select delete to remove it from the system.

Logging out:

1. When done, click the user icon in the top right corner and select Log Out

Printing to PDF:

All TCC PC's have the option to print to PDF from Microsoft Office Applications. Click the print button like you normal do, but change the printer to "Microsoft Print to PDF". You can then save your document to PDF and send it from the web interface above. Alternatively, you can use the "Save As" command and choose PDF as the file type.

Working from hardcopy originals:

If all you have is hardcopy original documents that you need to fax, use a nearby Canon MFP device to Scan to E-mail, which will send you the document as a PDF via E-mail. Save that PDF to a convenient storage location, then use the above procedure for sending via the FortiVoice web portal.