

BlackPoint IT Services Fax
User Guide

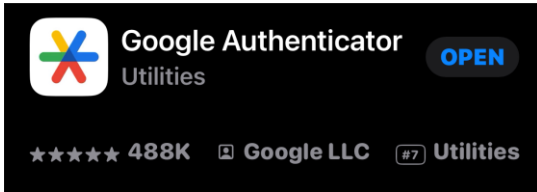


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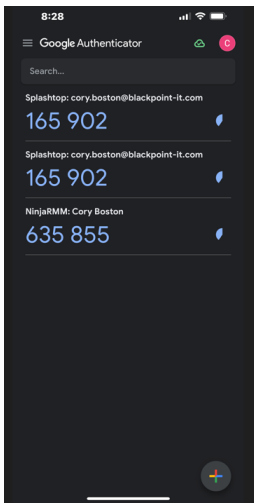
Using Up 2FA or MFA

BlackPoint IT Services requires all Fax users to deploy 2FA or MFA. 2FA or MFA is a higher-level security measures which requires two forms of identification to access the FaxCore system. In addition to password, a one time use token or code is used to authenticate user. FaxCore support code generated from authenticator apps from Google, Microsoft, Cisco Duo and Authy as well as email.

- Download the Google Authenticator application from the Google PlayStore or Apple APP. Store. If you have another preferred authenticator application, you can use that app



- Click the + sign to add the application.

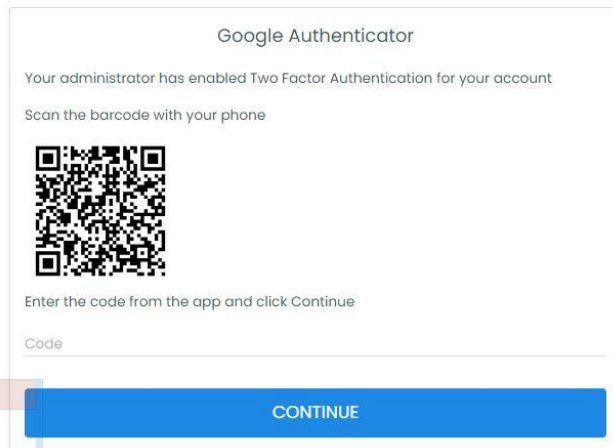


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- Click the + sign scan the scan QR Code button.

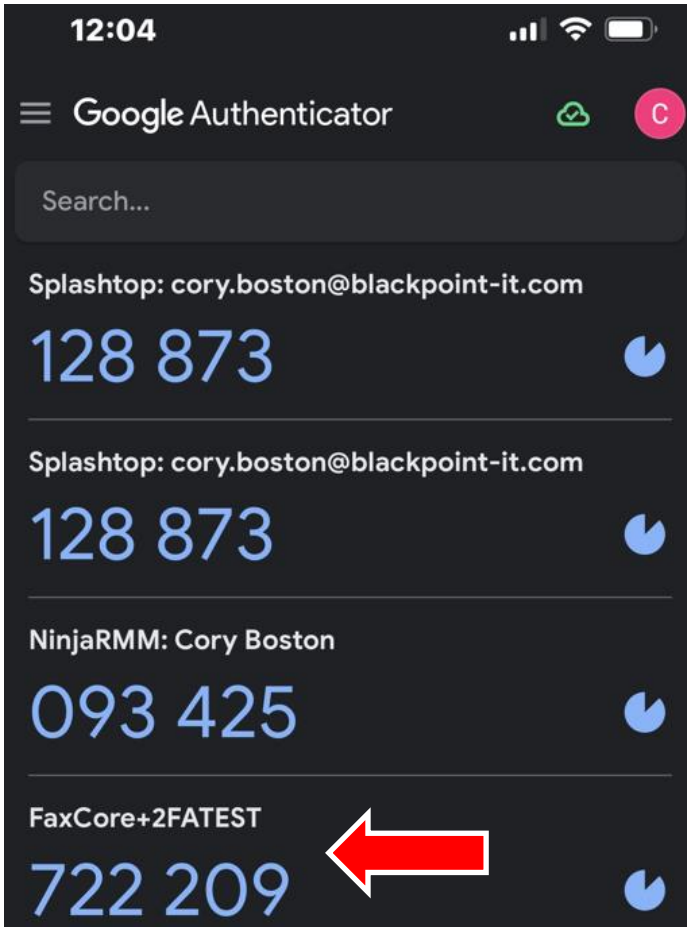


- Scan the barcode with your cellular phone.



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- Now enter the FaxCore code to login

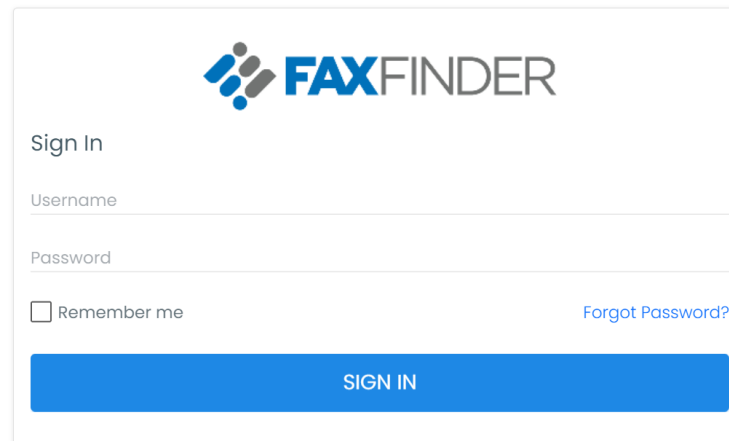


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Getting Started

This section offers quick step-by-step instructions on sending a message to a single recipient. This assumes that the administrator has configured this user account and has permission to send it.

1. Launch a browser and enter the website (<https://fax.blackpoint-it.com/login>) in the Address Bar.



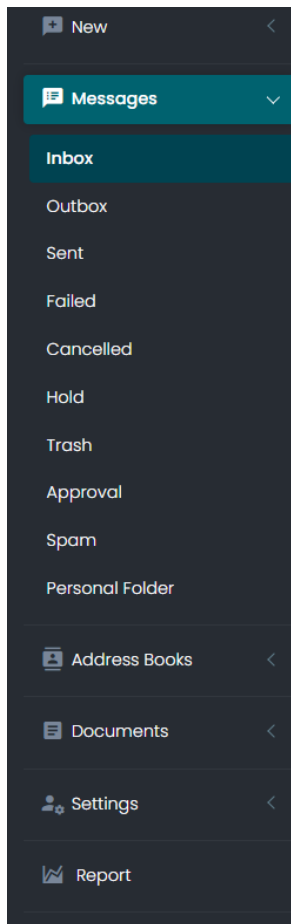
The screenshot shows the login interface for FAXFINDER. At the top center is the FAXFINDER logo, which consists of a blue icon of four dots forming a square and the text 'FAXFINDER' in a bold, sans-serif font. Below the logo is the text 'Sign In'. There are two input fields: 'Username' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me' and a link labeled 'Forgot Password?'. At the bottom of the form is a large blue button with the text 'SIGN IN' in white, uppercase letters.

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Understanding BlackPoint's User Interface

BlackPoint Fax is a 100% browser-based web application. It possesses a standard look and feel; it is easy to use especially if you have grown accustomed to products like Microsoft Outlook.

Following is an introduction to BlackPoint's user interface. You will find that the interface is consistent throughout the application. The same components are used on each web page. The website consists of five primary sections; all are accessible from the **Navigation Pane** on the initial page.



The six primary sections are as follows:

Messages

Access this section to manage all incoming and outgoing faxes. When faxes are received, they show in the Inbox. Other folders in this section are the Outbox, Sent, Failed, Cancelled, Hold, Trash, and Personal Folders.

Address Book

The Address Book encourages organization of personal information of those who will receive faxes from you.

Documents

Manage and organize documents.

Settings

Define your personal profile, change your password, and store company, regional, and notification settings.

Report

The report option provides historical information about both inbound and outbound faxed.

Search

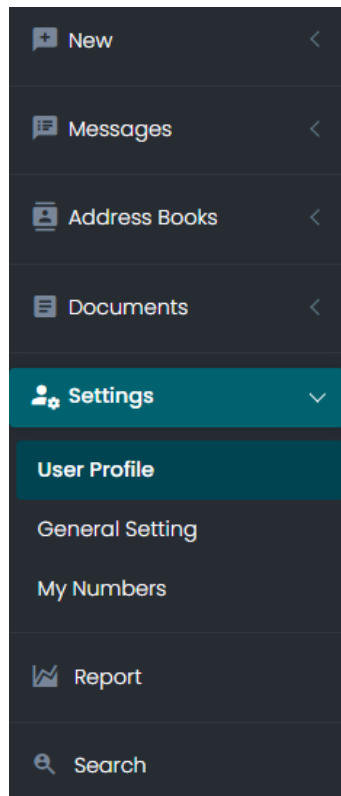
Search for a particular fax that resides in your fax library. Search using one or more message properties.

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To navigate to one of the six primary sections, merely click the section's name in the **Navigation Pane**.

In the example above, **Messages** has been selected. When a particular section is selected, its name shows in another color and its folder structure is accessible. In addition, the information to the right changes to reflect the selection. In this case all the folders in which messages may reside are listed above the **Navigation Pane** and the contents of the **Inbox** show to the right of the **Navigation Pane**.

Click each of the sections in the **Navigation Pane** to see what appears above and to the right of the **Navigation Pane**.



Settings: Your User Profile

User profiles and configuration options may be modified. This section explains how users may modify settings in their profiles.

FaxCore allows us to define the following when establishing our profile.

Click each link, one at a time and make the applicable entries.

Personal Info (and Addresses)

This section contains your user name and contact information.

Manage Password

Change your password regularly from this location.

General Settings

Enter your physical address. If you are an employee, enter your company's name and address.


Include your language and time zone. Define you default notification settings and if a cover page should be attached along with your fax transmission.



Click  in the **Navigation Pane** to configure your User Profile.

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Personal Information and Addresses

This information is about you, the registered BlackPoint Fax User. The information entered becomes the default information required when sending a transmission to a recipient.

1. Click  to edit the Personal Information screen.
2. Press [Tab] to move from one field to the next. Enter and/or change all applicable information.
3. Click to update your profile.

PROFILE  

Display Name:
-

First Name:
-

Last Name:
-

Prefer Address Type
Email

Login Email
Cory.Boston@blackpoint-it.com

[Two Factor Authentication](#)

[Manage Your Password](#)

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The following shows the current information contained in each field.

Display Name:

First Name:

Last Name:

Prefer Address Type
Email

Login Email
Cory.Boston@blackpoint-it.com

Save

[Two Factor Authentication](#)

[Manage Your Password](#)

Notice the **NOR** (notification of receipt) and **NOS** (notification of send) at the base of the section. Notifications will be sent via **Email**.

ADDRESSES

New

| <input type="checkbox"/> | NOR | NOS | PRIMARY | ADDRESS TYPE | ADDRESS | FORMAT |
|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------|-------------------------------|--------|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Email | Cory.Boston@blackpoint-it.com | PDF |

Manage Password

1. Click [Manage Your Password](#) to arrive at the following screen. From this location, you may change your password.

Manage Your Password

Current Password

New Password

Confirm New Password

2. Click in the **Current Password** field and enter the password used to login to FaxCore.
3. Press **[Tab]** to move the next field.
4. Enter your new password and press **[Tab]**.
5. Re-enter your new password.

Manage Your Password

Current Password

New Password

Confirm New Password

6. Click to update your password.

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General Settings




To define **Company, Regional & Language, Notification, and Default Send Attachment (Cover Page)** settings, follow the steps below.


1. Click **General Setting** to arrive at the following screen.
Begin with the **Company Settings** section.
2. Press **[Tab]** to move from one field to the next.
Enter the address of your company or organization.
The example that follows shows the physical address for FaxCore, Inc.

The information entered here is used as the default information when sending a transmission.

 **Company Settings**

| | |
|--------------|----------------------|
| Company Name | FaxCore, Inc |
| Street 1 | Suite 207 |
| Street 2 | 19590 E. Main Street |
| Street 3 | |
| City | Parker |
| State/Region | CO |
| Postal | 80138 |
| Country | United States |

3. Click **Save** to update your profile.
Continue to the **Regional & Language Settings** section.
4. Click  and select the **Regional & Language Settings**.
5. Click  and select the appropriate **Date** and **Time** formats.
6. Click  to select the appropriate **Time Zone**.

 **Regional & Language Settings**

| | |
|------------------|--|
| Language/Culture | English(United States) |
| Date Format | YYYY-DD-MM |
| Time Format | 02:10:15 p |
| Time Zone | (GMT-07:00) Mountain Time(US & Canada) |

7. Click **Save** to update your profile.

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Continue to the **Notifications** Settings section.

8. Click to place a check mark in the appropriate check boxes.

Keep in mind you are defining default settings.

Defaults settings are those settings you would like to have applied most often to a transmission received or sent.

9. Click **Save** to save changes and update your profile.

Notification Settings

Notify when message receive success : Yes

Notify when message receive failed : Yes

Notify when message send success : Yes

Notify when message send failed : Yes

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Sending a Fax

1. Click **New** in the **Navigation Pane** if not already selected.

2. Click **Message** to open a **New Message** window.

The **Sender Profile** section automatically populates with your name and the name of your company.

3. Enter the **Subject** and any applicable **Notes**.

Press the [Tab] key to move from one field to the next.

4. Enter the recipient's **Name** and Fax #.

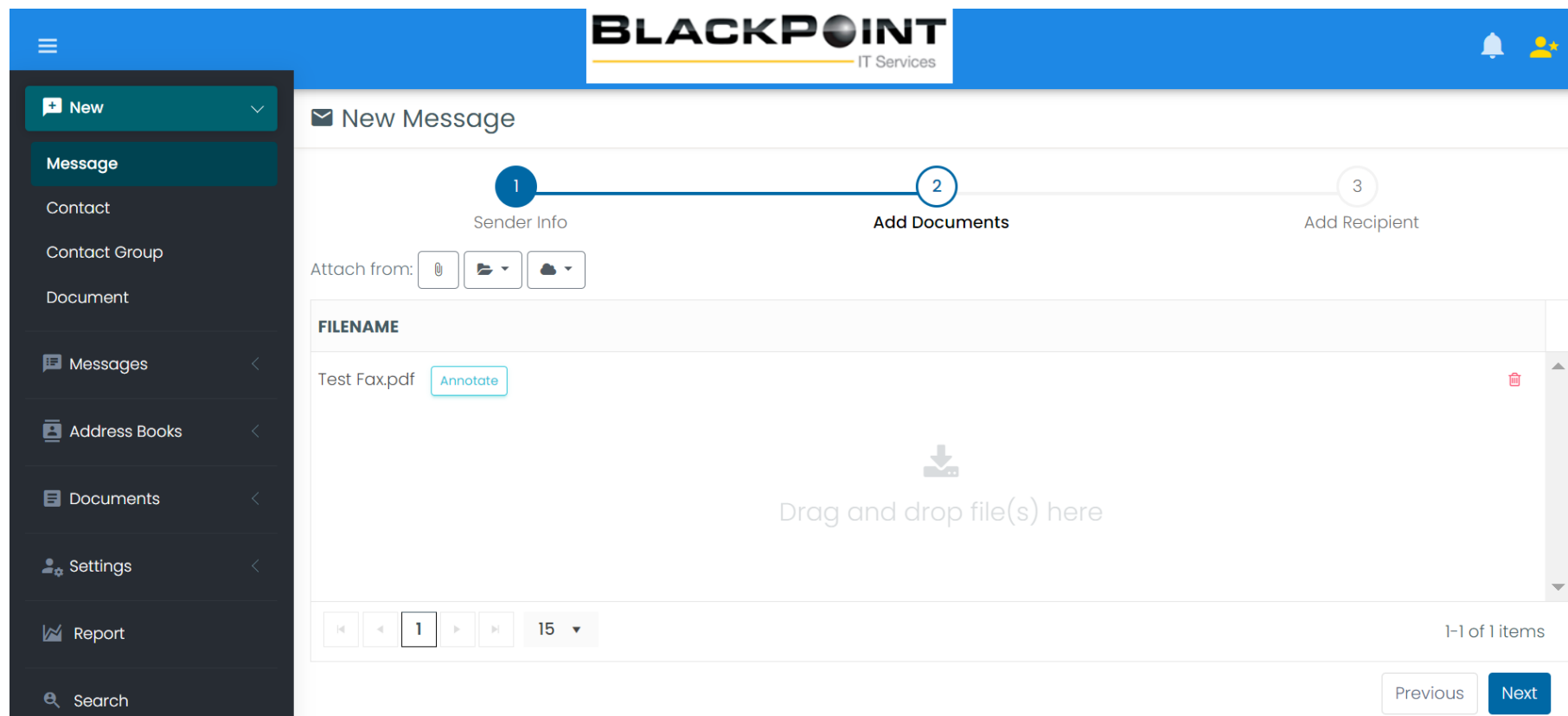
When entering the **FAX #**, include the area code. No need exists for spaces, dashes, or parenthesis.

These fields are bolded to show they are required.




The screenshot shows the 'New Message' interface in the BlackPoint IT Services application. The navigation pane on the left is open, showing the 'Message' option selected. The main form area is titled 'New Message' and contains three numbered steps: 1. Sender Info, 2. Add Documents, and 3. Add Recipient. The 'Sender Info' section includes fields for 'From' (Cory Boston), 'Company' (BlackPoint IT Services), and 'Priority' (High). The 'Add Documents' section has a 'Subject' field (Test Fax) and a 'Notes' field (This is a test fax message. Please disregard.). There are 'Previous' and 'Next' buttons at the bottom right.


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- 5. Add your document by using an option in the “Attach from” section, or you can drag and drop your documents.
- 6. Once all documents are added click the “Next” button on the bottom right.



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5. Select your destination by selecting one of the following options. Click the  to add a new user  button to select a saved contact, or  button.

6. If you select the  the following screen will appear.

7. Populate the “Name” and “Fax Number” Fields.

8. If you would like to save the user you can slide the “Add to Address Book” to Yes.

9. Select “Add”

Ad Hoc Entry

| | |
|--|---|
| * Name | Delivery Type |
| <input type="text" value="Mickey Mouse"/> | <input type="text" value="Fax"/> |
| Company | * Fax Number (Format: +12345678990) |
| <input type="text" value="Disney Inc."/> | <input type="text" value="+16026758718"/> |
| Notify Email | Add to Address Book |
| <input type="text" value="username@domain.com"/> | <input type="checkbox"/> <input checked="" type="checkbox"/> No |



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10. The following screen will appear.

BLACKPOINT
IT Services

New Message

1 Sender Info 2 Add Documents 3 Add Recipient

+ Contacts + Users

| NS | NE | NAME | COMPANY NAME | DELIVERY ADDRESS | NOTIFY ADDRESS | ACTION |
|--------------------------|--------------------------|--------------|--------------|------------------|----------------|--------|
| <input type="checkbox"/> | <input type="checkbox"/> | Mickey Mouse | Disney Inc. | +16026758718 | | |

1 15 1-1 of 1 items

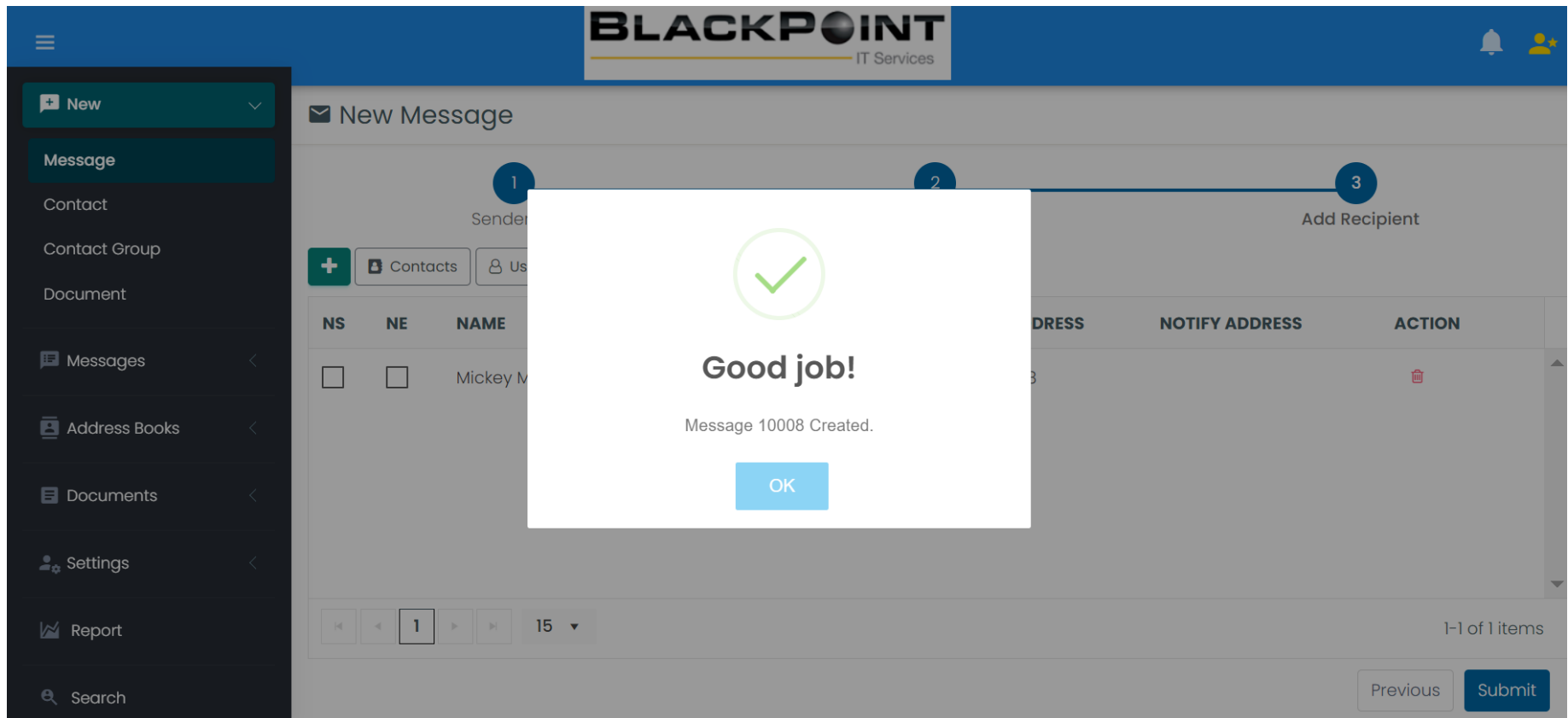
Previous Submit

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11. Once finished click **“Submit”**

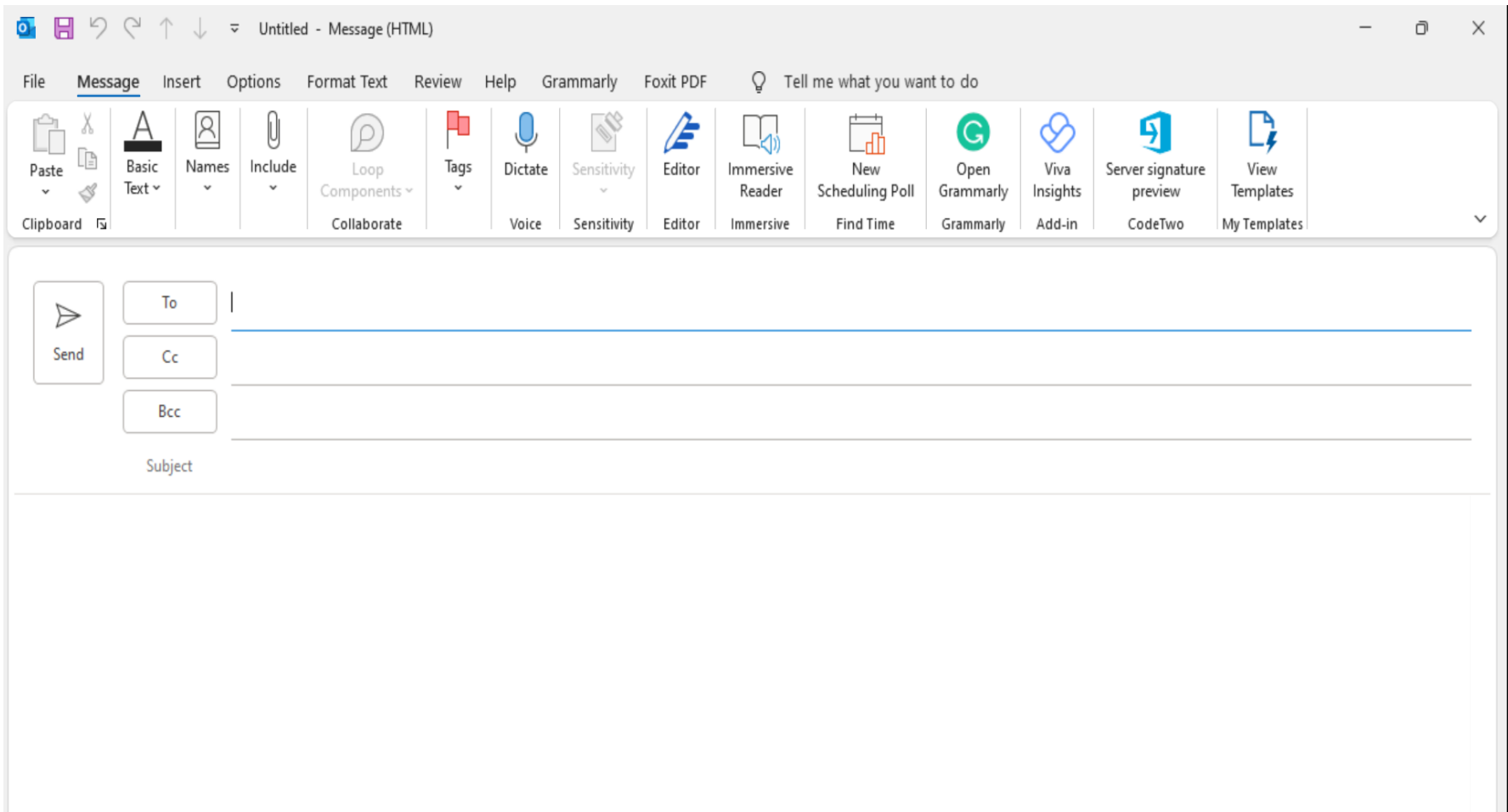
12. The following screen will appear.



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Sending a Fax From Email Client

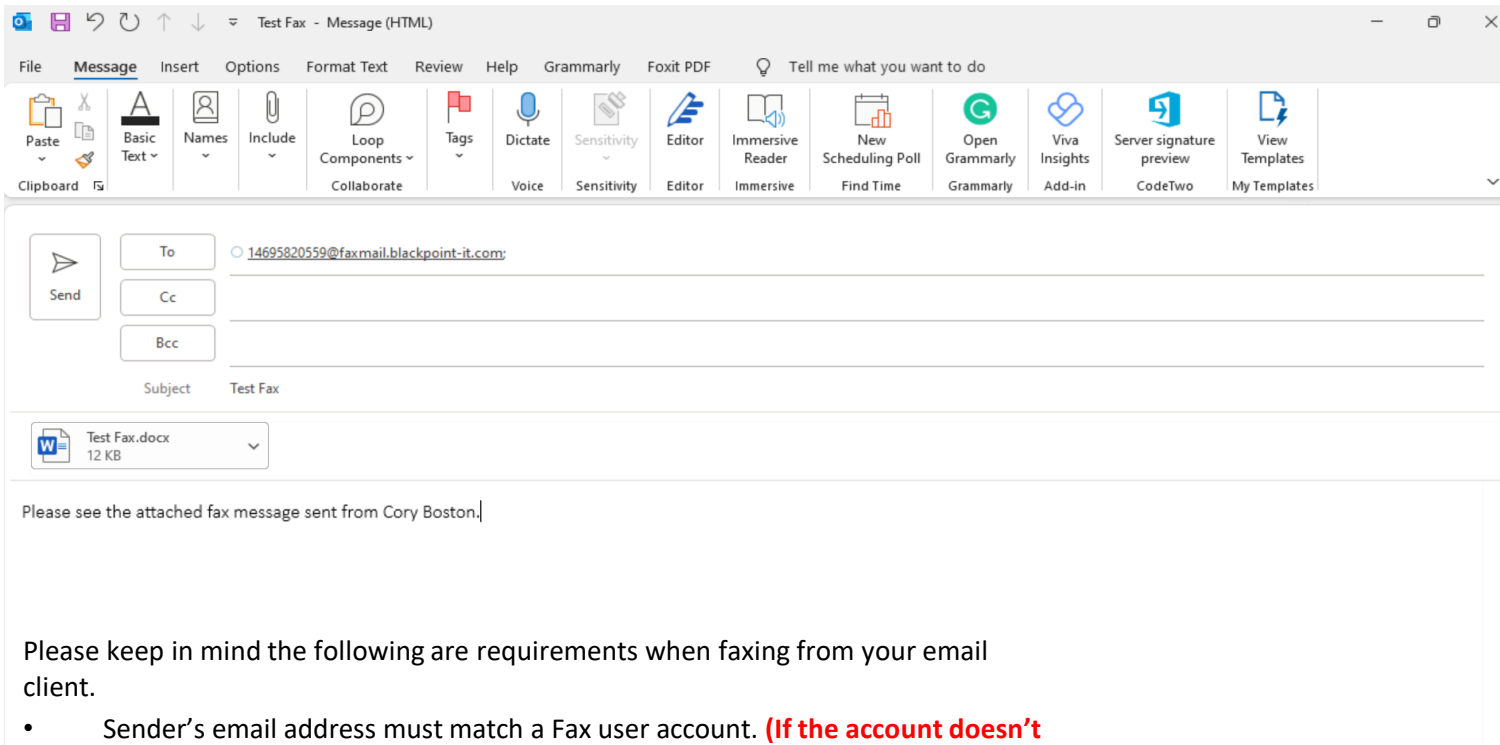
1. Open your email client



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2. Populate the (To) field with the complete fax number starting with a “1” followed by the area code and phone number as pictured below.
3. The fax number should look like this. 14695820559@faxmail.blackpoint-it.com
4. Attach your documents
5. Populate the “Subject” field
6. Enter any notes in the body of the email.
7. Send the fax message.



Test Fax - Message (HTML)

File Message Insert Options Format Text Review Help Grammarly Foxit PDF Tell me what you want to do

Paste Basic Text Names Include Loop Components Tags Dictate Sensitivity Editor Immersive Reader New Scheduling Poll Open Grammarly Viva Insights Server signature preview View Templates

Clipboard Collaborate Voice Sensitivity Editor Immersive Find Time Grammarly Add-in CodeTwo My Templates

Send

To 14695820559@faxmail.blackpoint-it.com

Cc

Bcc

Subject Test Fax

Test Fax.docx 12 KB

Please see the attached fax message sent from Cory Boston.

Please keep in mind the following are requirements when faxing from your email client.

- Sender’s email address must match a Fax user account. **(If the account doesn’t match the fax will not go out)**
- Fax number must include a leading “1” (will need to loo into how to address this on the back end at the fax server)
- Fax via email recipient be entered as 1xxxxxxxxx@faxmail.blackpoint-it.com