

BlackPoint IT Services Fax
User Guide

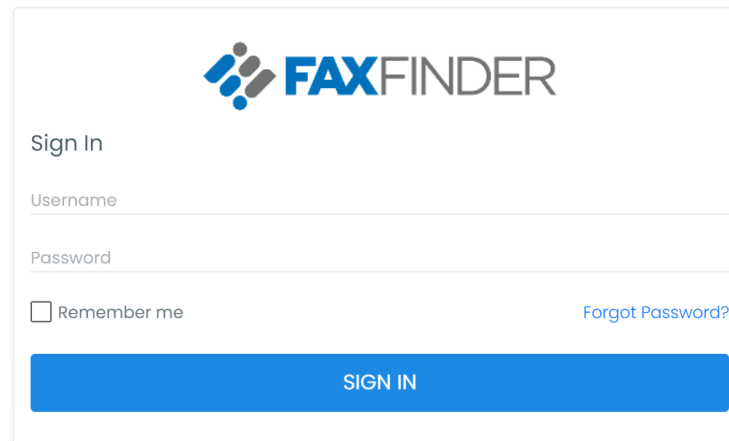


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Getting Started

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.



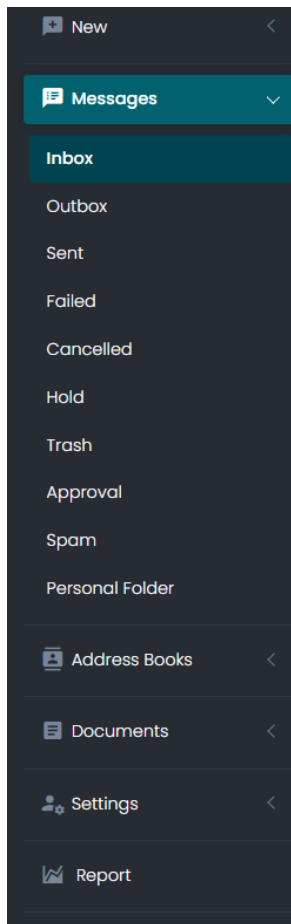
The screenshot shows the login interface for FAXFINDER. At the top center is the FAXFINDER logo, which consists of a blue icon of four dots forming a square and the text 'FAXFINDER' in a bold, sans-serif font. Below the logo is the text 'Sign In'. There are two input fields: 'Username' and 'Password'. 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

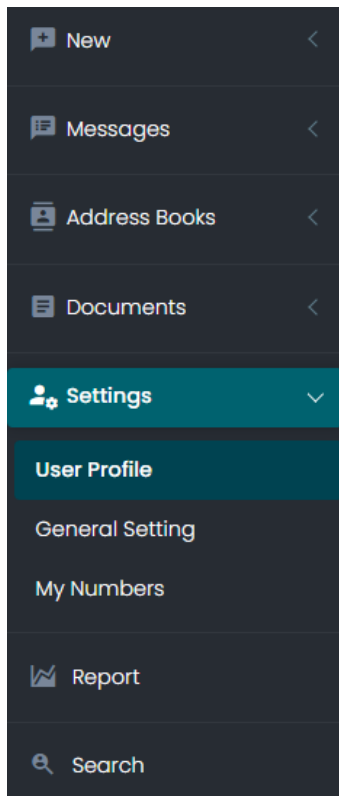
Search for a particular fax that resides in your fax library. Search using one or more message properties.

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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.

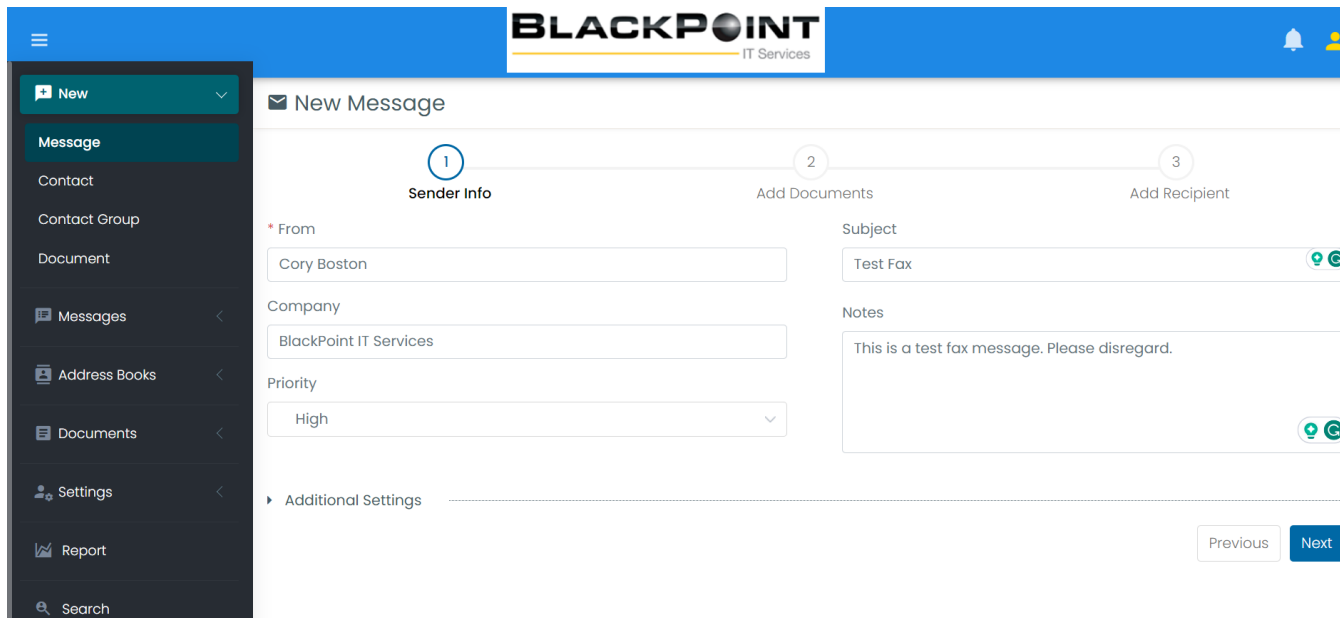
3. Enter the **Subject** and any applicable **Notes**.

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.







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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.

The screenshot displays the BlackPoint IT Services web interface for sending a fax. The top navigation bar features the BlackPoint logo and user icons. A sidebar on the left contains menu items such as 'New', 'Message', 'Contact', 'Messages', 'Address Books', 'Documents', 'Settings', 'Report', and 'Search'. The main area is titled 'New Message' and includes a progress bar with three steps: '1 Sender Info', '2 Add Documents', and '3 Add Recipient'. The 'Add Documents' step is currently active. Below the progress bar, there are 'Attach from:' options (upload, folder, cloud) and a list of files, including 'Test Fax.pdf' with an 'Annotate' button. A large area with a download icon and the text 'Drag and drop file(s) here' is provided for direct uploads. At the bottom, there are navigation controls (back, forward, page 1 of 15) and 'Previous' and 'Next' buttons. A blue arrow points to the 'Next' button.

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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

<p>* Name</p> <input type="text" value="Mickey Mouse"/>	<p>Delivery Type</p> <input type="text" value="Fax"/>
<p>Company</p> <input type="text" value="Disney Inc."/>	<p>* Fax Number (Format: +12345678990)</p> <input type="text" value="+16026758718"/>
<p>Notify Email</p> <input type="text" value="username@domain.com"/>	<p>Add to Address Book</p> <input type="checkbox"/>



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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.

