



# Fax to Email Quick Guide

## What is Fax to Email?

Fax to Email is also referred to as eFax or Fax-tu-Mail. It's a service that allows employees to send and receive faxes by email wherever they are without the need for a fax machine or phone line. Seems easy and straightforward enough, right? Although, the service is simple to use, there are a number of situations businesses find themselves in that require further guidance. For instance, what do you do when you get a new account, how do you set up multiple employees to access one fax number, and how do you send and receive faxes while traveling? We answer all of these questions and more in this Quick Guide.



## Fax to Email solves these common problems

Fax to Email helps businesses solve a number of problems. Here are just a few.

- You don't want to invest in a fax machine and the associated fax lines.
- You don't want to deal with reloading paper with a fax machine.
- You have a fax machine, but are often out of the office and need the ability to send and receive faxes anytime of day.
- You need the ability to keep documents private from co-workers.
- You've got too many machines to manage in your office and want to simplify your business communications and document sharing.
- You want a way to digitize your faxes for easy storage and future access.



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## Key benefits and features

Each employee gets their own private fax number that can be used to receive faxes by email as PDF files, and send faxes directly from their computers. The Fax to Email service is "always on", eliminating the frustration associated with missing important faxes when employees are away, when the fax machine runs out of paper or the fax line is busy. The technology works for you 24/7 even when you're out of the office. See our [product page](#) for more information at: <http://www.gtb.net/solutions/cloud-services/fax-tu-mail>.

## Setting up the service

If you would like to inquire about or purchase the Fax to Email service, you must first contact GTB's Customer Care team. You can reach them by [email at custservice@gtb.net](mailto:custservice@gtb.net) or phone at **1 (877) CALL-GTB**.

## Changing a user

If you would like to change a user, you need to contact our Customer Care team for assistance. They can be reached by [email at custservice@gtb.net](mailto:custservice@gtb.net) or phone at **1 (877) CALL-GTB**.

## Changing to single or multiple mailboxes at once

With GTB, you can have a single box or multiple-boxes. For multiple boxes, you are able to have up to three users (email addresses) linked to one fax number. In either case, our Customer Care team needs to set this up for you. You can reach them by [email at custservice@gtb.net](mailto:custservice@gtb.net) or phone at **1 (877) CALL-GTB**.

## Sending and receiving faxes from your email

### Sending faxes from your email account:

Sending faxes from your registered email account happens in the four easy steps provided below.

1. Open new blank email.
2. In the **To:** Field input the fax number your sending fax to and then add @fax.gtb.net (example: [4105551234@fax.gtb.net](mailto:4105551234@fax.gtb.net)).
3. Insert file you wish to send as a fax.
4. Send the email with attachment (***Please keep in mind when sending out faxes there is an additional charge of \$.06 per page.***)



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### Receiving faxes from your email account:

Receiving faxes from your registered email account happens in just three easy steps.

1. Provide the personal fax number (given to you by your service provider) to all fax senders.
2. Wait for faxes to be delivered to your e-mail as an attachment.
3. View and manage faxes as need. If you are a GTB customer, a copy of this fax will also appear after logging onto the GTB [Fax Website](#).

### Accessing and sending faxes from the GTB Fax Web Site:

1. Go to website <http://fax.gtb.net>.
2. Enter user name (your GTB Fax number).
3. Enter password, then submit. (temporary password is **"password"** all lower case).
4. After signing in, from main menu select **SEND**.
5. Enter fax number, deliver to name and any other information.
6. Click on **NEXT**, browse and insert the file you wish to fax, open the file, and click **NEXT**.
7. Review fax data, then click **NEXT**.
8. Click **Send**.

A screenshot of the FAXAGENT website's login page. The page has a light blue header with the 'FAXAGENT' logo. Below the header is a 'Welcome' message. The main content area contains a login form with fields for 'Username:' and 'Password:'. There are three checkboxes: 'Remember My Username', 'Log Me In Automatically', and 'Password Recovery'. A red 'SUBMIT' button is located to the right of the password field. Below the form, there is contact information: 'For Additional Support Call: 4105814833' and 'Email: support@gtb.net'. At the bottom of the page, there is a horizontal bar with various icons representing different services and devices.



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### **Sending and receiving faxes while traveling**

Since Fax to Email works through your email account, you can use the service just as you would use your email through a Smartphone, tablet device or computer. However, if you need to send a fax, you will either need access to a scanner or the document needs to be accessible electronically on the device you're using and/or the email account that is linked to your fax number.

***Thank you for choosing GTB for your fax services!***