Welcome to cFax

Thank you for using Clearfly's fax-to-email service, cFax. This brief reference guide will assist you in utilizing our fax-to-email solution for receiving and sending faxes from your PC or smartphone via an email client.

Senders & Receivers

cFax supports up to ten sender email address and ten receiver email addresses:

- ❖ Fax sender emails are unique in the cFax system, so a sending email address can only be associated with a single fax account.
- ❖ Fax receivers are not unique, so a single email address can be a receiver on multiple fax accounts.
- ❖ Senders and receivers can be added via the Clearfly Portal at https://portal.clearfly.net.

Receiving a Fax

To receive a fax, simply provide the sender with your assigned fax number and request that they send the document in the traditional manner. cFax receives the fax and converts the document to a configurable format (PDF document, secure PDF document or TIFF image) before forwarding it to your email box.
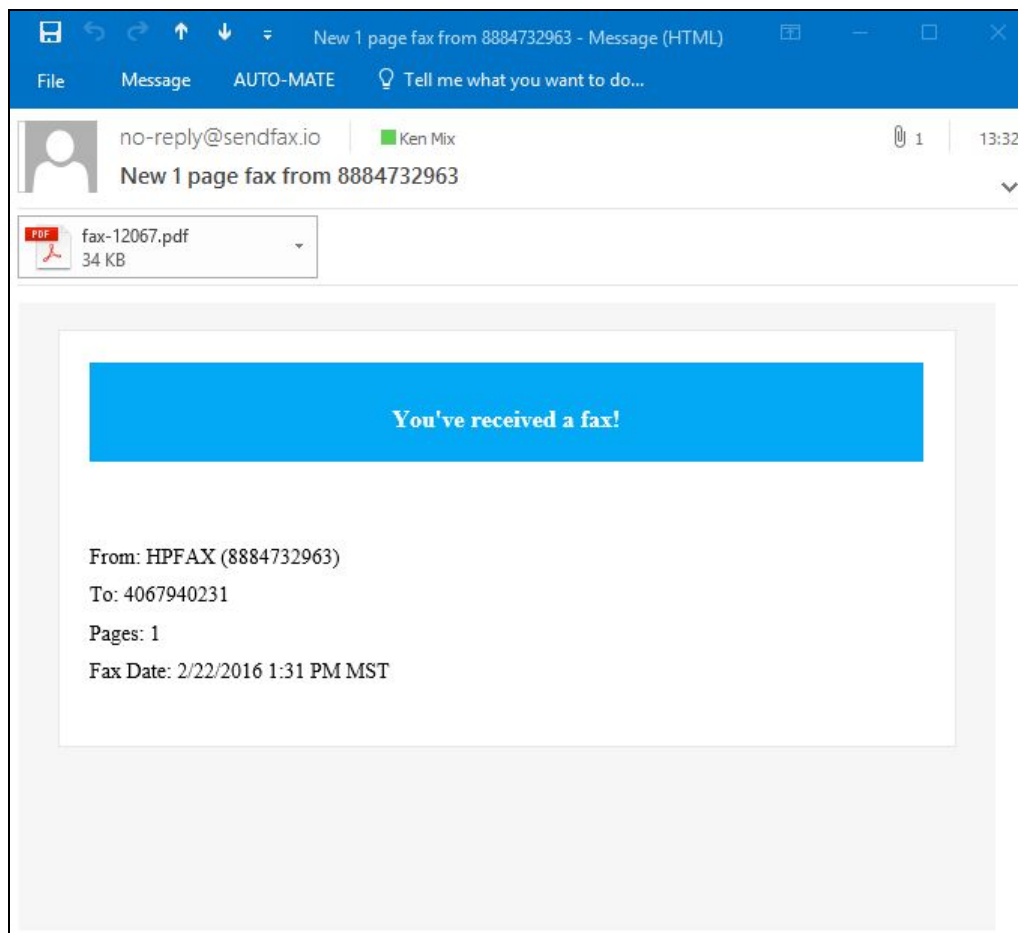
To view a fax, simply select and open the email attachment. Your PC or or phone will launch the viewer required to read the document, regardless of the format you've chosen to receive.

Once you have received and viewed your fax, you can perform all standard document operations, including saving, filing, printing and forwarding to other users.

Note: You cannot reply to an incoming fax.

Sending a Fax

cFax uses your existing email client to send documents to a recipient as a fax. This eliminates the need for you to load any additional software on your PC or smartphone.

To send a fax:

1. Create a new email document
2. Attach the document you wish to send as a fax.
    a. Make sure the paper size is set to letter or the fax may be rejected.
    b. At this time, multiple attachments are not permitted.
    c. The following attachment formats are acceptable: PDF, TIF/TIFF, DOC/DOCX, TXT, JPG/JPEG and PNG.
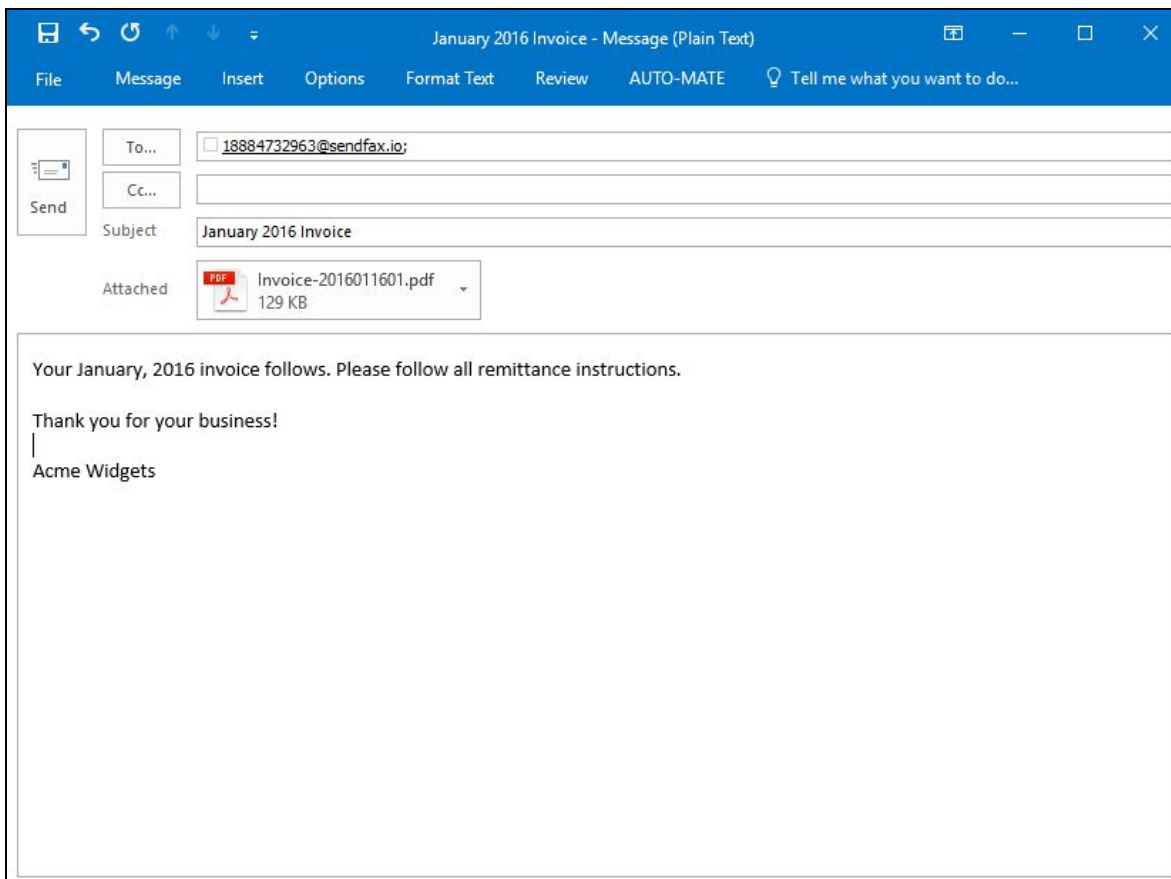
3. Alternatively, faxes can be sent as a simple text email. Clearfly will generate a cover sheet (optional account setting, enabled by default) with the email subject on the RE: line and the body of the email serving as the content below the header on the cover page.
4. In the TO field on your email client, enter the recipient's full fax number (including the US country code, 1) followed by **@sendfax.io**. For example, if you are sending a fax to 888-473-2963, the email address should be: *18884732963@sendfax.io*.
   a. Faxes are only allowed to US and Canadian destinations at this time. International destinations are not currently supported.

Delivery Reports

By default, cFax will generate a delivery report if a fax you send is unsuccessful for any reason. This behavior, as well as the ability to send delivery reports when a fax *is* successful, can be configured via the Clearfly Portal at https://portal.clearfly.net.

Other Fax-to-Email Account Options

For a current list of the configuration options available to you for your cFax account, please visit the Clearfly Portal at https://portal.clearfly.net.

Automatic Cover Page Generation
By default, cFax will generate a cover page based upon the subject and body of emails you send. If you'd like cFax to ignore any content in the email except for your attachment, you can disable the default behavior by toggling the "Email Cover Page" option via the Clearfly Portal.

Email Attachment Format
By default, cFax will send your received faxes as PDF documents. If you'd prefer to receive TIFF images, this can be configured by clicking the change button next to "Attachment Format" in the Clearfly Portal.

Email Attachment Encryption
If you require that any attachments you receive are encrypted to meet HIPAA or other confidentiality requirements, you can configure a password in the Clearfly Portal. Please note that this setting applies to any faxes received after the change has been made, so if you change from one password to another, your documents encrypted prior to the password change will still require the old password for decryption. Any newly received faxes will be encrypted with your new password.

Enabling a password on your account will also allow you to send attachments as encrypted, password-protected PDFs, allowing you to securely send faxes via email regardless of the encryption capabilities of your email server or any intermediate servers. By default, attachments for inbound faxes will be accepted as encrypted or unencrypted, but you can choose to require that any faxes you send via email are encrypted. If this is selected, non-encrypted attachments will be rejected and you'll receive an email detailing the reason for the rejection.