



Logging into MyAccount

eFax MyAccount is an easy-to-use, online interface for you to access and manage all aspects of your account.

1. To log into your eFax account:
2. Go <https://www.efaxcorporate.com>
3. Click USER to log in as a user.
 - Fax Number (11 Digits in US), Email Address, or Account ID
 - Enter Password
4. Click the Login button.

User Login

Admin User Developer

Fax Number (11 Digits In US), Email Address, or Account ID * * Required

Password *

Login > Use SSO

[Forgot my Password](#)

Am I a user or an administrator?

User

- I can send and receive faxes and use the website to customize settings (pdf vs. tif, etc.) on my account.
- My fax number is made up of 11 digits (or more for International).

Administrator

- I can add and manage all numbers in our account and grant security access to each user.
- My account number is made up of six digits.

Group Administrator

- I can manage groups of users in our account and grant access to each user.
- My account number is made up of six digits, and I have a user name.

Changing My Password

1. To change your Secure Fax password:
2. Log in to eFax MyAccount.
3. Click Account Details.

 <p>VIEW FAXES View, download and organize your faxes.</p>	 <p>SEND FAXES Send faxes with cover pages and attachments.</p>
 <p>REPORTS Run reports of your fax send and receive activity.</p>	 <p>ACCOUNT DETAILS View and update your profile and set preferences.</p>
 <p>LARGE FILE SHARE Send large digital files to anyone. Learn More Powered by Fusemail</p>	 <p>HELP Find the online help you need and get your FAQs answered.</p>

4. Click the Profile tab.
5. In the Password section, click Edit.

Profile | Preferences

Update your Customer Profile by clicking the "Edit" links below.
Please note: changing any information on this page will affect all of your fax numbers.

Name :	Paige Hofbauer	▶ Edit
Contact Email :	phofbauer@telesystem.us	▶ Edit
Contact Email Format :	HTML	
Password :	****	▶ Edit
Account ID :		▶ Edit
Company Name :	Employee Demo - Luwanda Pinair	
	...	
Address 1 :	-	▶ Edit
Address 2 :	-	
City :		
State :	California	
Zip Code/Postal Code :	90028	
Country :	United States	
Work Number :	13238609273	▶ Edit

6. Enter your Current Password, then New Password (followed by Confirm Password).

Changing or adding emails for faxing

You can quickly and easily add new email addresses to your Secure Fax account, where you and your team can [send and receive faxes from Gmail](#), [Outlook 365](#), or [Yahoo Mail](#). You can also change the email addresses associated with your account anytime.

Access Your Secure Fax Account Preferences

This is the first step to add new Send Email Addresses or Receive Email Addresses to your Secure Fax account, or to change the emails you currently have listed in your account.

To access Account Preferences:

1. Log in to eFax MyAccount.
2. Click Account Details.
3. Click the Preferences tab.

From here you can manage Send Email Addresses and Receive Email Addresses.

Add a Send Email Address

To add an email address from which you and your team can send faxes:

1. Click Edit beside Send Email Addresses.
2. Enter the new email address in any blank box available.
3. Click Update.

Delete a Send Email Address

To remove an email address from which you and your team can send faxes:

1. Click Edit beside Send Email Addresses.
2. Highlight the email address and press Delete on your computer's keyboard.
3. Click Update.

Add a Receive Email Address

To add an email address from which you and your team can receive faxes:

1. Click Edit beside Receive Email Addresses.
2. Enter the new email address in any blank box available.
3. Click Update.

Delete a Receive Email Address

To remove an email address from which you and your team can receive faxes:

1. Click Edit beside Receive Email Addresses.
2. Highlight the email address and press Delete on your computer's keyboard.
3. Click Update.

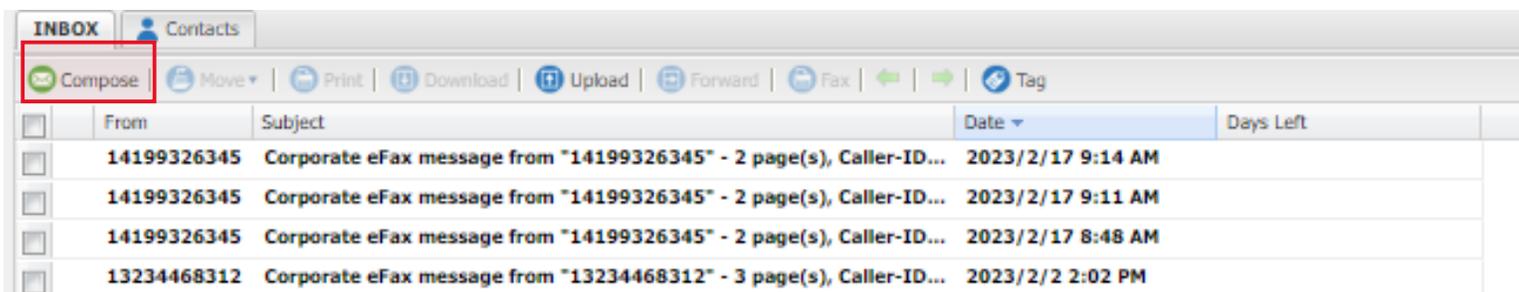
Update your Preferences by clicking the "Edit" links below

Enhanced Security : Security Type:	No Not Applicable	
Download eFax Messenger :	▶ Windows 7 and up	
Email Language :	English	▶ Edit
Time/Date Preference:	(UTC-05:00) Eastern Time (Daylight Savings) 12 hour clock yyyy/mm/dd	▶ Edit
Default Home Page:	My eFax Home Page	▶ Edit
Send Email Addresses:	phofbauer@telesystem.us	▶ Edit
Receive Email Addresses:	phofbauer@telesystem.us	▶ Edit
Receive Fax Options:	File Format: PDF Receive Fax CSID: 18882743881 Receive Email Format: HTML	▶ Edit
Send Fax Options:	Send Fax CSID: 18882743881 Send Receipt: Send Always Send Receipt Email: Send Receipt Email Format: Text Default Fax Receipt Email: Default Dialing Code: ?? Send Fax Date Preference: YYYY/MM/DD HH:M ... Suppress cover page: No	▶ Edit
Message Center:	Display Messages: Yes Refresh Inbox: Every 5 minutes Play sound on message arrival? Yes Pop up notification on message arrival? Yes	▶ Edit

Note: If you have multiple fax numbers linked to one account, setting Send Email Addresses will affect your entire Secure Fax account, while setting Receive Email Addresses will affect only a single eFax number on your account.

Compose a new fax.

1. Log into Secure Fax "My Account" at <https://www.efax.com/login>. Your My Account page appears.
2. Click VIEW FAXES. The Message Center appears . (NOTE: If you know your account lets you receive faxes as well as send them—and you do not see the VIEW FAXES link: Click the ACCOUNT DETAILS link at the top of the page (or click the icon), then the Preferences tab, then the Edit link in the Message Center section. Then, click the Yes button underneath Display the messages..., then Update to save and exit.)
3. Click Compose on the Message Center toolbar, and fill out the Send a Fax form. (For help, see "Send a Fax from Your eFax Account" in the [Send a Fax](#) topic.)



4. When done, click Send Fax.

Send a Fax ✕

Add Recipient(s)

[Choose From Contacts](#)

<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
<input type="text" value="Company"/>	<input <span="" type="text" value="Fax Number"/> i

Save Contact

Recipient List :

<input <span="" type="text" value="Reference ID:"/> i	<input <span="" type="text" value="Account ID"/> i
<input <span="" type="text" value="Client"/> i	<input <span="" type="text" value="Matter"/> i
<input <span="" type="text" value="Fine (Better Quality)"/> v	<input <span="" type="text" value="Send Receipt Email"/> v

Include Cover Page

<input type="text" value="Subject"/>
<input type="text" value="Message"/>

Attachments

No files chosen

You can add up to 10 documents or up to 20MB (Supported File Types)

▶

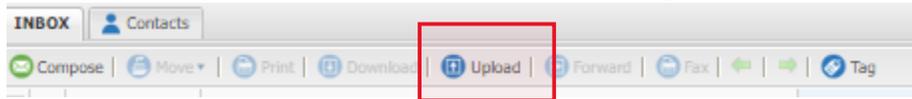
Upload a Document

If you have documents or images that you want to store in the Message Center, you can upload them instead of faxing them to yourself (which would affect your monthly fax allotment).

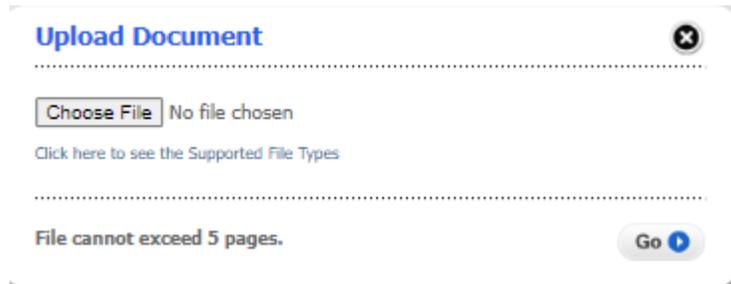
To upload documents:

1. Log into Secure Fax "My Account" at <https://www.efax.com/login>. Your My Account page appears.
2. Click VIEW FAXES. The Message Center appears. (NOTE: If you know your account lets you receive faxes as well as send them—and you do not see the VIEW FAXES link: Click the ACCOUNT DETAILS link, then the Preferences tab, then the Edit link in the Message Center section. Then, click the Yes button underneath Display the messages..., then Update to save and exit.)

3. Click Upload in the toolbar. The Upload Document dialog box appears.



4. Click the Browse button to search for and select the files you want to bring into eFax Corporate.
5. Click Go. When the transfer is complete, you will receive confirmation that the document or image is available in eFax Corporate.



View a received fax

A fax received at your Secure Fax number arrives as an attachment in an email sent to your external email account. A copy of the fax is also delivered to your [eFax Corporate Message Center](#). So, you can still access your faxes online, even when you can't access the Message Center.

Note: If eFax enhanced security is active for your account, you can only view your received faxes in the Message Center—not in your email account.

You will receive faxes based on your monthly plans, with custom (i.e., limited) or lifetime storage.

Faxes Received in the Message Center

To view a received fax in the Message Center:

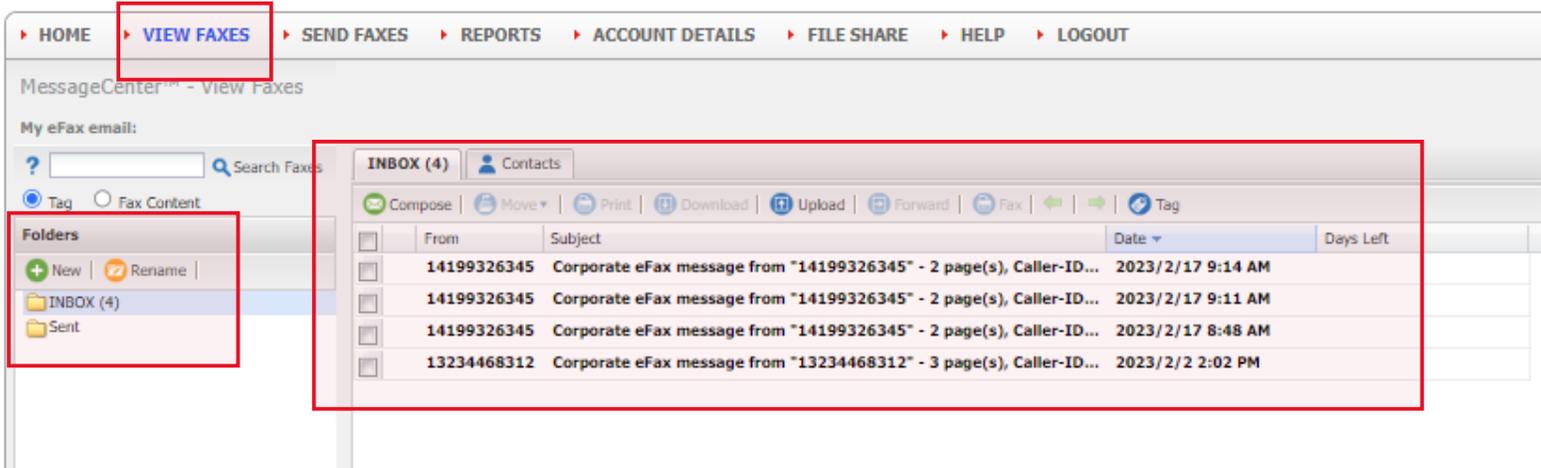
1. Log into eFax Corporate "My Account" at https://www.efaxcorporate.com/myaccount/internet_fax_login. Your My Account page appears.
2. Click View Faxes. The Message Center appears and displays the faxes in/on your Inbox folder/tab.

Note: There may be a Days Left column indicating how long your docs/faxes will remain in the Message Center for your viewing. When no days are left, the messages will be auto-deleted from the account. If you wish to download and store them elsewhere before time is up, see [Download a Fax and Tag, Untag, Print, Forward, Move, Download, or Delete Documents](#).

3. If you have more than one fax number, and you don't see the fax you are looking for: Click the eFax Number's drop-down arrow in the top-right corner of the Message Center, and select the number. The Inbox tab refreshes with that number's faxes.
4. Then:
 - A. To see the contents of the message you want to view: Check its box—or single- or double-click its Subject. With the first two options, the page appears in the lower pane of

the Inbox tab. (If you have a long list of fax messages, you may have to hover your cursor over the scrollbar in the middle of the tab, and move it up to see the page.) If you double-click the Subject, then the message appears on its own tab.

- B. To view the fax and any attachments: Click the link (.pdf or .tif) next to View Fax (under the From field of the email)—or click the Download button in the top menu bar. Then, at the prompt, you can either open it for view or save it to your computer.



Note: If eFax enhanced security is active for your account, you can save the message in one of your folders (see [Organize Your Faxes](#))—or delete it, if permitted. (If the administrator has set the [Delete on Download](#) setting for your account, the message will auto-delete permanently from your account after you review or save it.

If enhanced security is not active for your account—but the administrator has enabled storage for you, you also can delete the fax message (if permitted) or save it in your folders.

Faxes Received in an Email Account

To view a fax you received via an email account: See "Receive a Fax by Email" in [Use "eFax Corporate by Email"](#).

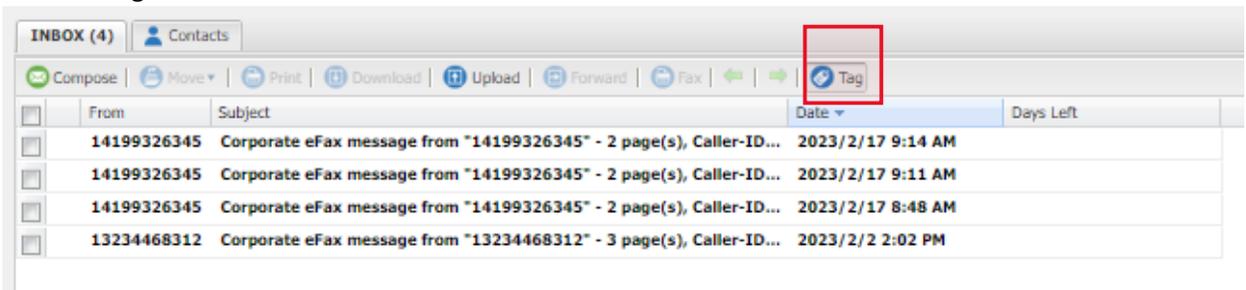
View, Add, or Remove Tags to/from Faxes

Tags are keyword categories that you manually apply to faxes in Secure Fax Message Center. They help keep your faxes organized, making them searchable and retrievable when needed. You need only search for a tag to see a list of its matching faxes.

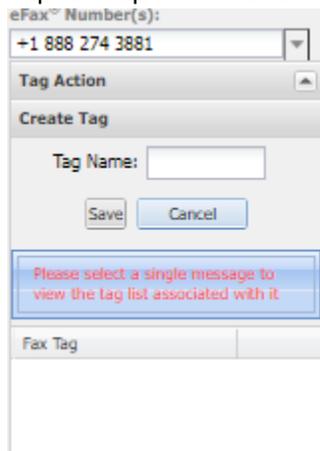
The tags you create are completely customizable and can be added in any of the languages supported by Secure Fax. For example, you can create a signed contract tag and append it to all relevant faxes. Then, when you need to find these faxes, search for the tag and there they are!

To view a fax's tags—or add or remove multiple tags to/from any fax stored in the Message Center:

1. Log into Secure Fax "My Account" at https://www.efaxcorporate.com/myaccount/internet_fax_login . Your My Account page appears.
2. Click VIEW FAXES. The Message Center appears. (NOTE: If you know your account lets you receive faxes as well as send them—and you do not see the VIEW FAXES link: Click the ACCOUNT DETAILS link, then the Preferences tab, then the Edit link in the Message Center section. Then, click the Yes button underneath Display the messages..., then Update to save and exit.)
3. In the Folders pane to the left, click the one that contains the fax(es) you want to access.
4. Then, in the list of faxes that appears:
 - To add a tag to a fax:



- A. Check the one(s) that you want to tag.
- B. Click Tag in the Message Center toolbar. The Create Tag pane appears in the Tag Action panel to the right.
- C. In the textbox, enter a tag name (e.g., Prospects) for the checked fax(es); then click Save.
- D. Repeat step 3.c. for each tag you want to add to the selected faxes.



- To view a fax's tags: Check its box. (You can not view tags if multiple faxes are selected.) Any tags the fax was given display in the Tag Action > Fax Tag panel to the right.
- To remove tags from a fax: Check its box. Then—in the Tag Action > Edit Tag panel to the right: Select the tag(s) you want to remove, then click Remove Tag.

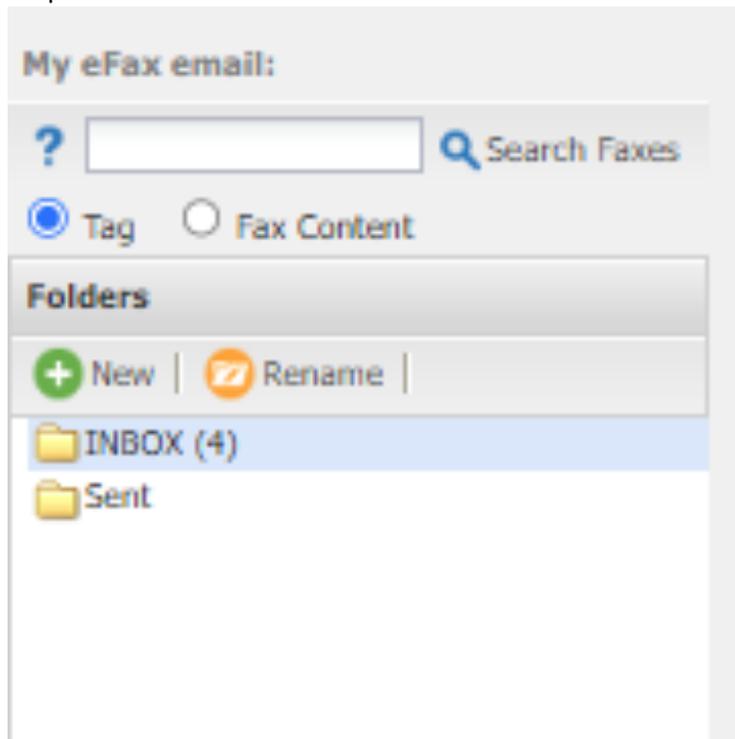
Search for a Fax

In the Secure Fax Message Center, you can search for any fax:

- By "header" keywords (i.e., info in the To, From, Date, Subject, Caller ID fields, via a full-text auto-scan done upon fax arrival; within five minutes after a fax is received, you can use keywords to search for it.)
- By tags (that you may have manually applied upon receipt of the fax; see [View, Add, or Remove Tags to/from Faxes](#))

To search for faxes:

1. Log into Secure Fax "My Account" at https://www.efaxcorporate.com/myaccount/internet_fax_login . Your My Account page appears.
2. Click VIEW FAXES. The Message Center appears. (NOTE: If you know your account lets you receive faxes as well as send them—and you do not see the VIEW FAXES link: Click the ACCOUNT DETAILS link, then the Preferences tab, then the Edit link in the Message Center section. Then, click the Yes button underneath Display the messages..., then Update to save and exit.)
3. In the Search box (over the Folders pane to the left), click the Tag or Fax Content radio button, type one or more keywords or tags; then click Search Faxes. The search results appear on a new tab, displaying matches for sent and/or received faxes—for all numbers—in your eFax Corporate account.

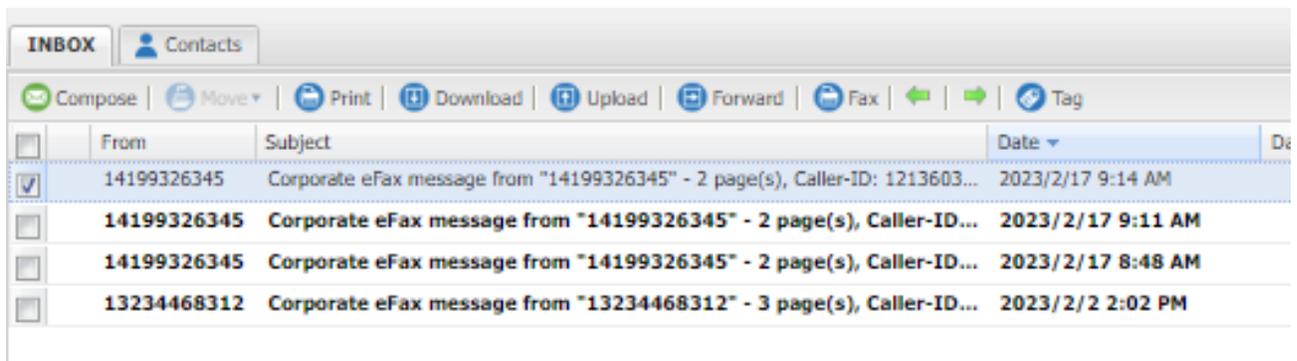


Forward a Fax

The Secure Fax Message Center makes it easy to forward, via fax or email, a copy of a fax previously sent or received.

To do so:

1. Log into Secure Fax "My Account" at https://www.efaxcorporate.com/myaccount/internet_fax_login . Your My Account page appears.
2. Click VIEW FAXES. The Message Center appears. (NOTE: If you know your account lets you receive faxes as well as send them—and you do not see the VIEW FAXES link: Click the ACCOUNT DETAILS link, then the Preferences tab, then the Edit link in the Message Center section. Then, click the Yes button underneath Display the messages..., then Update to save and exit.)
3. In the Folders pane to the left: Click the one with the fax(es) you want.
4. In the list of faxes that appears, check the box(es) of the one(s) you want to forward.



5. Then, to forward it/them:
 - Via fax:
 - A. Click Fax in the Message Center toolbar, and fill out the Send a Fax form. (NOTE: The fax[es] you checked are already attached . For help with the rest of the form, see "Send a Fax from Your eFax Account" in the [Send a Fax](#) topic.)
 - B. When done, click the Send Fax button on the form.
 - Via email: Click Forward in the Message Center toolbar. Then either: Enter the destination email address in the textbox of the Forward Faxes dialog box—OR click Choose From Contacts to add a recipient from your address book—then click Forward again. (NOTE: If you forward multiple faxes, each will be sent in a separate email.)

Resend a fax.

1. Click VIEW FAXES. The Message Center appears. (NOTE: If you know your account lets you receive faxes as well as send them—and you do not see the VIEW FAXES link: Click the ACCOUNT DETAILS link, then the Preferences tab, then the Edit link in the Message Center section. Then, click the Yes button underneath Display the messages..., then Update to save and exit.)
2. In the Folders pane to the left: Click the one with the fax(es) you want.
3. In the list of faxes that appears, check the one(s) you want to resend.
4. Click Fax in the Message Center toolbar. The Send a Fax form appears.

INBOX		Contacts									
		Compose		Move	Print	Download	Upload	Forward	Fax	Tag	
<input type="checkbox"/>	From	Subject	Date								
<input type="checkbox"/>	14199326345	Corporate eFax message from "14199326345" - 2 page(s), Caller-ID: 1213603...	2023/2/17 9:14 AM								
<input checked="" type="checkbox"/>	14199326345	Corporate eFax message from "14199326345" - 2 page(s), Caller-ID: 1305503...	2023/2/17 9:11 AM								
<input type="checkbox"/>	14199326345	Corporate eFax message from "14199326345" - 2 page(s), Caller-ID...	2023/2/17 8:48 AM								
<input type="checkbox"/>	13234468312	Corporate eFax message from "13234468312" - 3 page(s), Caller-ID...	2023/2/2 2:02 PM								

- Fill out the form. (NOTE: The faxes you checked are already attached. For help with the rest of the form, see "Send a Fax from Your eFax Account" in the [Send a Fax](#) topic.).
- When done, click the Send Fax button on the form.

Send a Fax ✕

Add Recipient(s)

[Choose From Contacts](#)

<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
<input type="text" value="Company"/>	<input style="border: 1px solid #00aaff;" type="text" value="Fax Number"/>

Save Contact

Recipient List :

<input style="border: 1px solid #00aaff;" type="text" value="Reference ID:"/>	<input style="border: 1px solid #00aaff;" type="text" value="Account ID"/>
<input style="border: 1px solid #00aaff;" type="text" value="Client"/>	<input style="border: 1px solid #00aaff;" type="text" value="Matter"/>
<input style="border: 1px solid #00aaff;" type="text" value="Fine (Better Quality)"/>	<input style="border: 1px solid #00aaff;" type="text" value="Send Receipt Email"/>

Include Cover Page

Attachments

No files chosen

1 attachment

You can add up to 10 documents or up to 20MB (Supported File Types)

Sending a fax

Sending a fax from Secure Fax Account

- A. Log into Secure Fax "My Account" at https://www.efaxcorporate.com/myaccount/internet_fax_login . Your My Account page appears.
- B. Click SEND FAXES. The Send a Fax form appears. (You can also open this form by clicking VIEW FAXES [the Message Center appears], then the Compose button on your Inbox tab. NOTE: If you know your account lets you receive faxes as well as send them—and you do not see the VIEW FAXES link: Click the ACCOUNT DETAILS link, then the Preferences tab, then the Edit link in the Message Center section. Then, click the Yes button underneath Display the messages..., then Update to save and exit.)

The screenshot shows the 'Send a Fax' form with the following sections:

- Add Recipient(s)**: Includes a 'Choose From Contacts' button, input fields for 'Company', 'Last Name', and 'Fax Number', a 'Save Contact' checkbox, and 'Add' and 'Remove' buttons.
- Recipient List**: An empty list box.
- Reference ID**, **Account ID**, **Client**, and **Matter**: Input fields with information icons.
- Quality**: A dropdown menu set to 'Fine (Better Quality)'.
- Send Receipt Email**: A dropdown menu.
- Include Cover Page**: A checked checkbox.
- Subject** and **Message**: Text input fields.
- Attachments**: A 'Choose Files' button, 'No files chosen' text, and a file upload area. Text below reads: 'You can add up to 10 documents or up to 20MB (Supported File Types)'.
- Send Fax**: A button at the bottom right.

- C. For the Add Recipient(s) fields:

- A. Fill in/select the First Name, Fax Number, and Company of the first recipient (or, click Choose From Contacts instead, to select a recipient from the eFax Corporate address book. The fields will auto-populate.).
- For the Fax Number field, enter (for example) 1-202-555-1234 as 12025551234.
 - If you manually fill in the contact's information, you may check the Save Contact box to save the information to your Contacts tab.
- B. Click Add (the recipient will be listed in the Recipient List textbox)—and repeat step 3.a. and this step for each recipient you want to add (50 maximum).

Send a Fax ✕

Add Recipient(s)

[Choose From Contacts](#)

<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
<input type="text" value="Company"/>	<input style="border-bottom: 1px dashed #ccc;" type="text" value="Fax Number"/>

Save Contact

Add +
Remove -

Recipient List :

<input style="width: 150px;" type="text" value="Reference ID:"/>	<input style="width: 150px;" type="text" value="Account ID"/>
<input style="width: 150px;" type="text" value="Client"/>	<input style="width: 150px;" type="text" value="Matter"/>
<input style="width: 150px;" type="text" value="Fine (Better Quality)"/>	<input style="width: 150px;" type="text" value="Send Receipt Email"/>

Include Cover Page

Attachments

[Choose Files](#) No files chosen

1 attachment

You can add up to 10 documents or up to 20MB (Supported File Types)

Send Fax ▶

- C. Optional:
- To identify the fax as belonging to a particular issue, case, or campaign, enter a name/description in the Reference ID textbox.
 - Enter your billing-account number in the Account ID textbox.

- Enter your company name in the Client textbox.
 - Enter your client ID in the Matter textbox.
- D. Click the next drop-down arrow, and select the desired quality of the fax transmission—then the Send-Receipt Email drop-down arrow, to select the email address to deliver the confirmation receipt. (You may see a default address, but you can change it [via [Update Your Customer Profile](#)] only if a different address is needed.)
- E. If you choose to Include Cover Page (checked by default), fill in the Subject and Message fields. (NOTE: If you prefer to use your own cover page, see [Add Cover Pages to Faxes.](#))

Sending fax by email

To send a fax via an email account:

1. Open your email program or service, and create a new email message
2. In the To field: Enter the recipient's fax number (formatted as shown below; can add up to 1,000 recipients), followed by @efaxsendsecure.com. For example:
 - To send to a US number such as +1 323 555 1234, you would type 13235551234@efaxsendsecure.com, where 1 equals the country code; 323, the area code; and 5551234, the fax number.
 - To send to a UK number such as +44 (0)20 7555 1234, you would type 442075551234@efaxsendsecure.com, where 44 equals the country code; 207, the area code; and 5551234, the fax number.
3. Attach the files (up to 10; 20MB max) you want to fax with your outgoing email message (unless you choose to use [attach] your own cover page—then you can only attach 9 more files; see the NOTE in the next step).
4. To include a cover page: Type the cover-page text in the body of the email message. (NOTE: If you want to use your own cover page, see [Add Cover Pages to Faxes.](#))
5. Send the email.

Mobile Faxing with Secure Fax.

The Secure Fax iPhone and Android apps let you access your Secure Fax account from your favorite mobile device. (NOTE: However, depending on your security settings, you may not be able to view your Message Center's stored faxes in the mobile app. Also, you can only send faxes if your administrator has enabled Send-capability for your account.)

To access the application's features, you must have an existing eFax Corporate account. However:

- Depending on their security settings, they may not be able to view their Message Center/stored faxes in the mobile app.
- Download the eFax Corporate app for the iPhone at <https://itunes.apple.com/us/app/efax-mobile-phone-fax-app/id399922064?mt=8>; or log into your iTunes account, and search for "eFax Corporate" in the App Store.
- Download the eFax Corporate app for the Android at <https://play.google.com/store/apps/details?id=com.i2.efax>.

Sharing Large Files

Note: NOTE: This feature may/may not be available, based on what your administrator sets for your account.

Large-File Sharing is a premium feature that offers a convenient way to exchange large files with people over the Internet. You can select one or more files up to 3GB (aggregate) for sharing with up to 20 people, upload them through My Account—and following the upload, eFax Corporate sends an email with a download link to each of your recipients. Each recipient may download the file(s) up to five times, and the file(s) will be available for download for 90 days.

To share large files:

1. Log into Secure Fax "My Account" at https://www.efaxcorporate.com/myaccount/internet_fax_login . The My Account page appears.
2. Click FILE SHARE. The Large-File Share dialog box appears.
3. In the Sender box, type your name (or the name you'd like to appear to your recipient[s] as the email sender).
4. In the To box, type the email addresses of your recipients (20 maximum), separated by commas (and no spaces). (For example: test@test.com,example@test.com,email@test.com)
5. Optional: Type a Subject and Message to be included in the email.
6. Check the Notify upon download box if you wish to receive an email message after each of your recipients have downloaded your file(s).
7. Click the Upload Files button (the Open dialog box appears), then locate and select one or more files for sharing (3GB maximum). (NOTE: Press the CTRL key to select multiple files. If you opt to share multiple files, your recipient(s) will receive a single email with a separate download link for each file.)
8. Click Open.
9. After uploading all your files, click Send It.