

****Students at UW-Madison can Fax document on their own.****

Here is the KB page that shows you how to enable that feature.

<https://kb.wisc.edu/103291>

****We can help customers scan documents to PDF (on OREO), then email those PDFs to the customer for the faxing needs.****

Once email address enables Cloud Fax function, See detailed steps below.

Sending a Fax through CloudFax:

1. In Outlook create a new email using the StudentPrint email
2. Address the email to: "1 + area code + 7-digit number @concordsend.com" EX:
15072546614@concordsend.com
3. The subject line will be the header of the fax message
4. The body of the message will be the cover page for the fax
5. Attach the file you want to fax to the email
 - a. If the customer provides a paper copy you will need to scan it to PDF and attach the PDF before you send the fax
 - b. CloudFax Supported File Types:
 - i. Microsoft Word (*.doc, *.docx)
 - ii. Microsoft Excel (*.xls, *.xlsx)
 - iii. Microsoft Power Point (*.ppt, *.pptx)
 - iv. Microsoft Visio (*.vsd)
 - v. HyperText Markup Language (*.html, *.mhtml)
 - vi. Adobe Acrobat (*.pdf)
 - vii. TIFF image (*.tif)
 - viii. ASCII Text (*.txt)
 - ix. Rich Text (*.rtf)
 - x. JPEG (*.jpg) files are also generally supported, though not recommended, and not supported in all circumstances.
6. Send the email
7. Immediately after the email is sent you should receive a "Queued Successfully" email in the "CloudFax" folder
8. 1-3 minutes after sending you should receive a "Successful" email in the "CloudFax" folder. This means the fax was sent successfully.
9. Print out or forward the "Successful" email for customer receipt
10. Charge customer for scanning, and any printing that may have been done in the process, as well as the charge to fax the number of pages.

Please refer to the article below for more information and for a list of supported file types.

Support / Questions: cloudfaxprojectteam@office365.wisc.edu

Sending Fax from email:

1. Open new email messages
2. Make sure you are sending it from a personal e-mail account
3. TO: "1 area code + 7 digit number @concordsend.com (EX: 15072546614@concordsend.com)
4. Subject Line = Header of Fax Message
5. Body of Email = Cover Page

University of Wisconsin - Madison Facsimile Cover Letter

FAX	Date & Time:	07-14-2020 11:21 AM
	Deliver To:	16087297257
	Fax Number:	16087297257
	From:	Beth Wendt
	Regarding:	Test Fax with CP

COVER PAGE

6. Attachment = Faxed Document
7. Send (Fax going out to concord via email)
8. Concord sends confirmation of fax being queued to send
9. Concord sends confirmation of Fax being successfully delivered (about 1 minutes after receiving queued to send email)

KB of CloudFax Account Enabling <https://kb.wisc.edu/103291>

KB of How to find your Primary Email Address <https://kb.wisc.edu/31473>

How to Change Your Primary Email Address <https://kb.wisc.edu/40005>

Share KB of Service Account access in Outlook <https://kb.wisc.edu/39838>

Share KB of Auto-Forwarding Setup <https://kb.wisc.edu/36539>

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