



*brightfax*



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*brightfax webmail  
user guide*

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*Technical support: (877)243-3949*

## Secure Web Fax & Mail

### Logging In

1. Open Internet Explorer and go to [https://\[your company name\].brightfax.com/mail](https://[your company name].brightfax.com/mail) to bring up the login screen below.
2. Enter your username and password and click on 'Login'.

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**Secure Web Fax  
& Mail**

Secure Web Fax & Mail

User name :

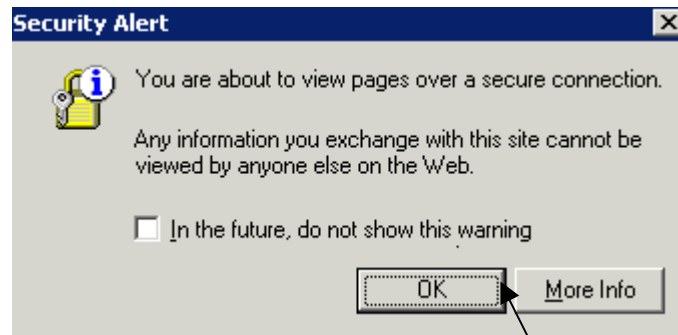
Password :

Encrypted login

[Forgot your password?](#)

[BrightFax Help](#)

*Note: If you receive the window below click on 'OK'.*



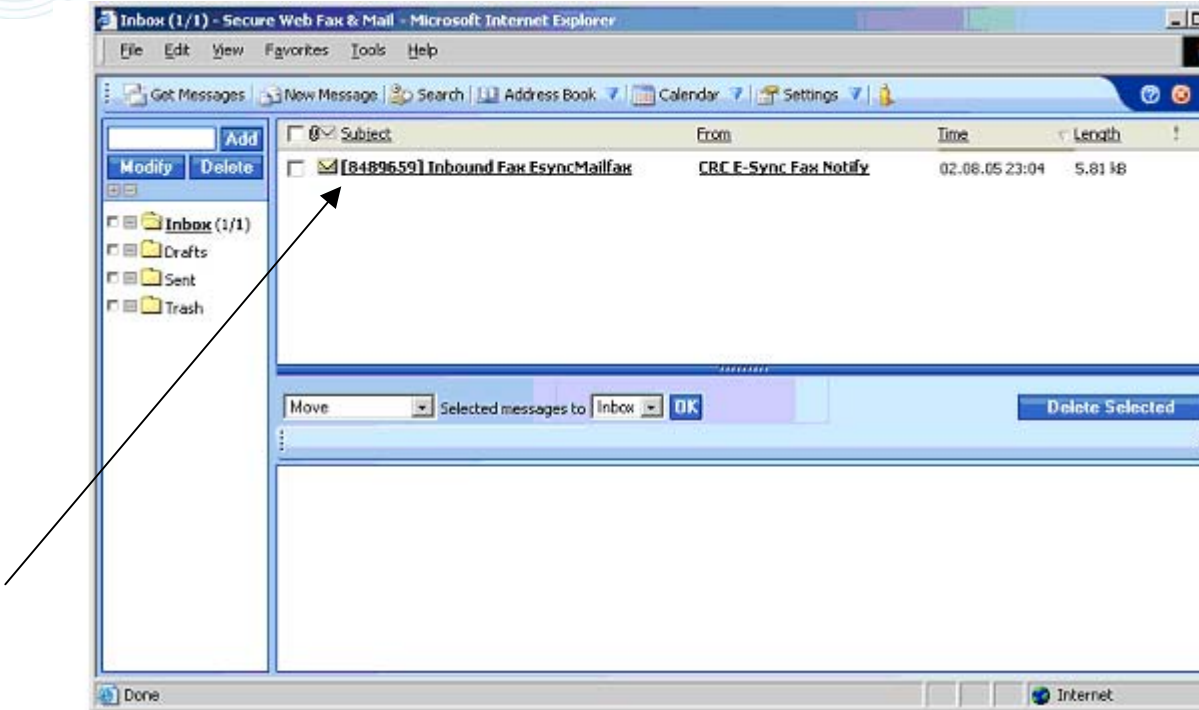
3. Click 'Yes' on the Security Alert window below (This security alert can be suppressed by end user).



4. Your window will look similar to the one below:



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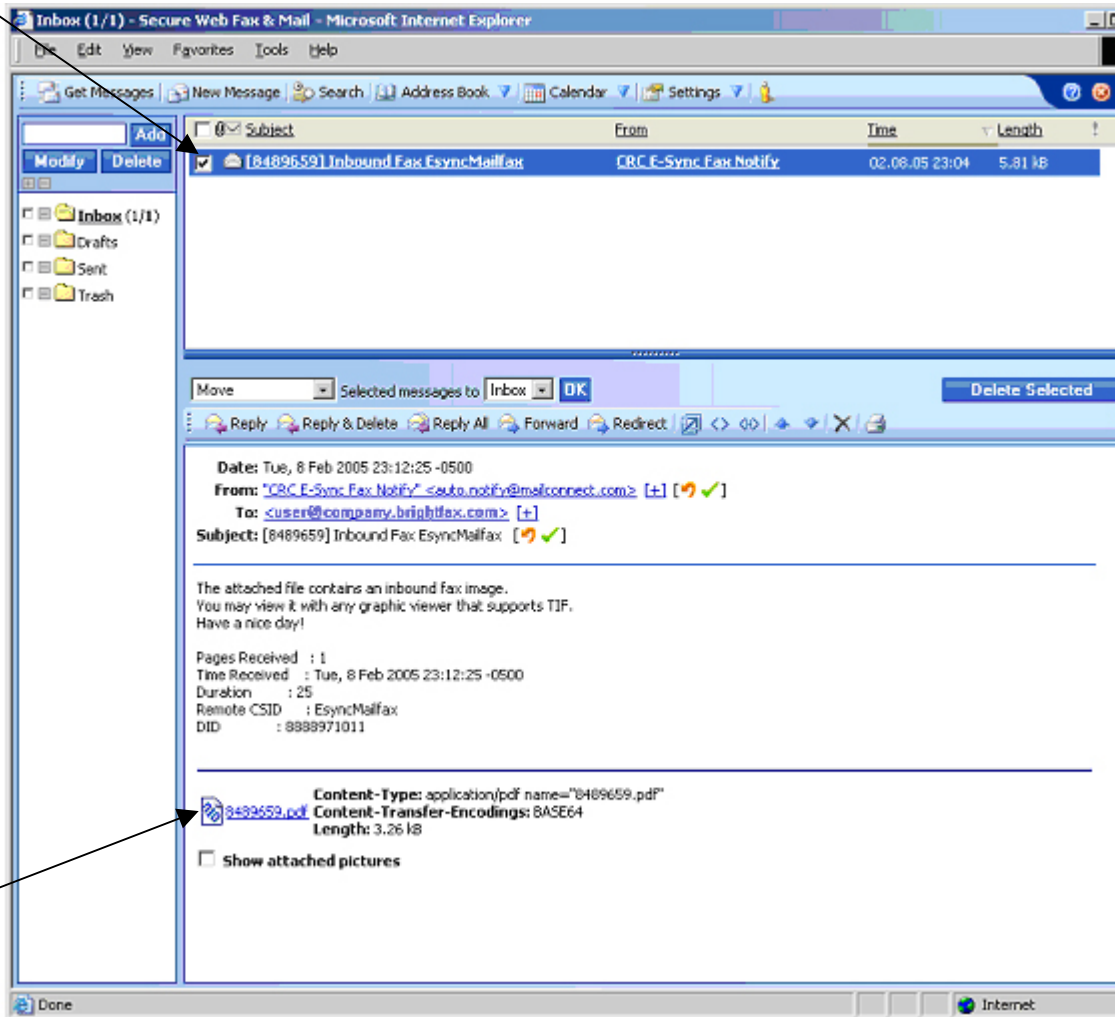


## Viewing Received Faxes

1. Any new inbound faxes will be displayed as above. To read them, click on the subject.
2. Your message will display in the preview pane window as follows:



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3. To view your fax, click on the pdf or tiff.
4. You are then asked to download the file to your computer.

- To view the fax, click 'Open'.
- To save a copy to your computer, click 'Save'.

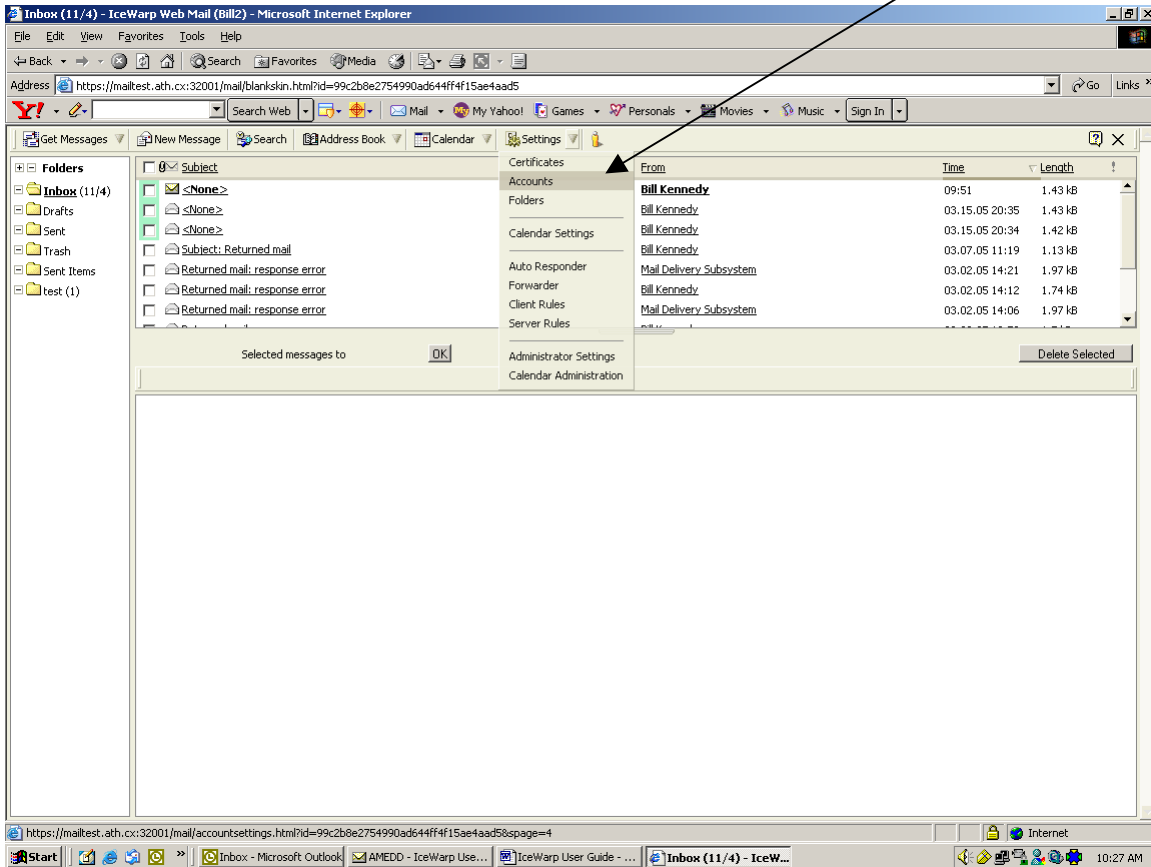
The fax will open using your computer's default pdf or tiff viewer, in most cases Adobe Reader or Imaging (included in Windows) respectively.



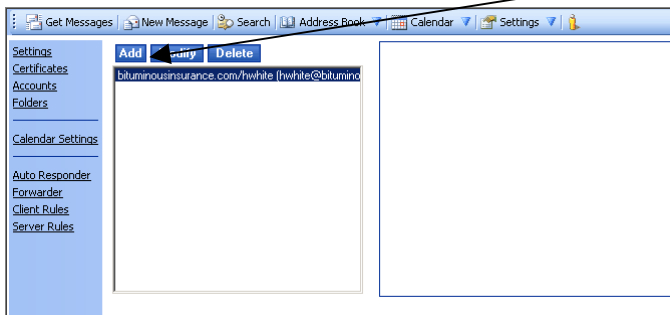
NO SOFTWARE. NO HARDWARE. NO MAINTENANCE

## Adding a User to the Shared Mailbox

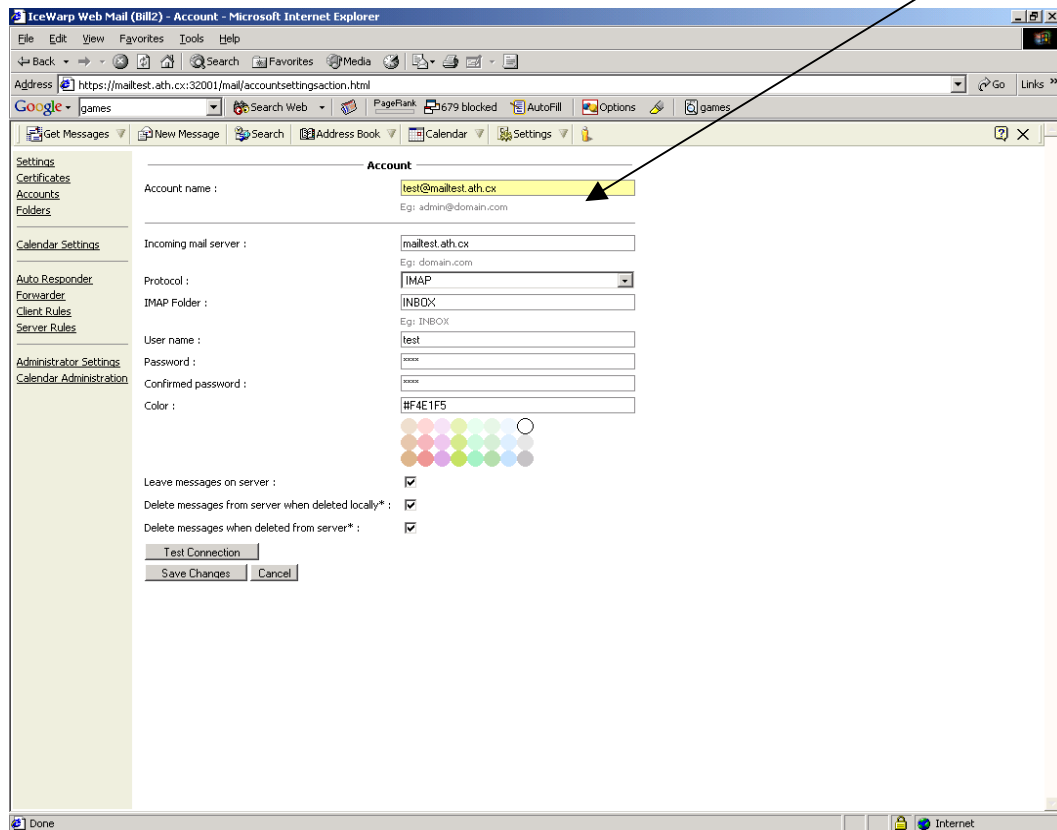
1. Click on the right drop down arrow on 'Settings' in the menu bar:
2. Click on 'Accounts':



3. Your account will be highlighted, click once on 'Add'



4. The following Account page will appear. In the 'Account name' section, type in the Shared Mailbox email address.



5. In the 'Incoming mail server' section, type whatever server address the User Account is currently on.
6. In the 'Protocol' drop down box choose 'IMAP'
7. In the 'User name' and 'Password' sections enter the user name and password of the user that you want to add.
8. Choose Gold from the color pallet by mousing over said color and clicking on it. The code for the color you have chosen will populate in the 'Color' section.
9. Make sure that the following 3 options are checked
  - a. Leave messages on server



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- b. Delete messages from server when deleted locally
- c. Delete messages when deleted from server' boxes are checked.

10. Click 'Test Connection'

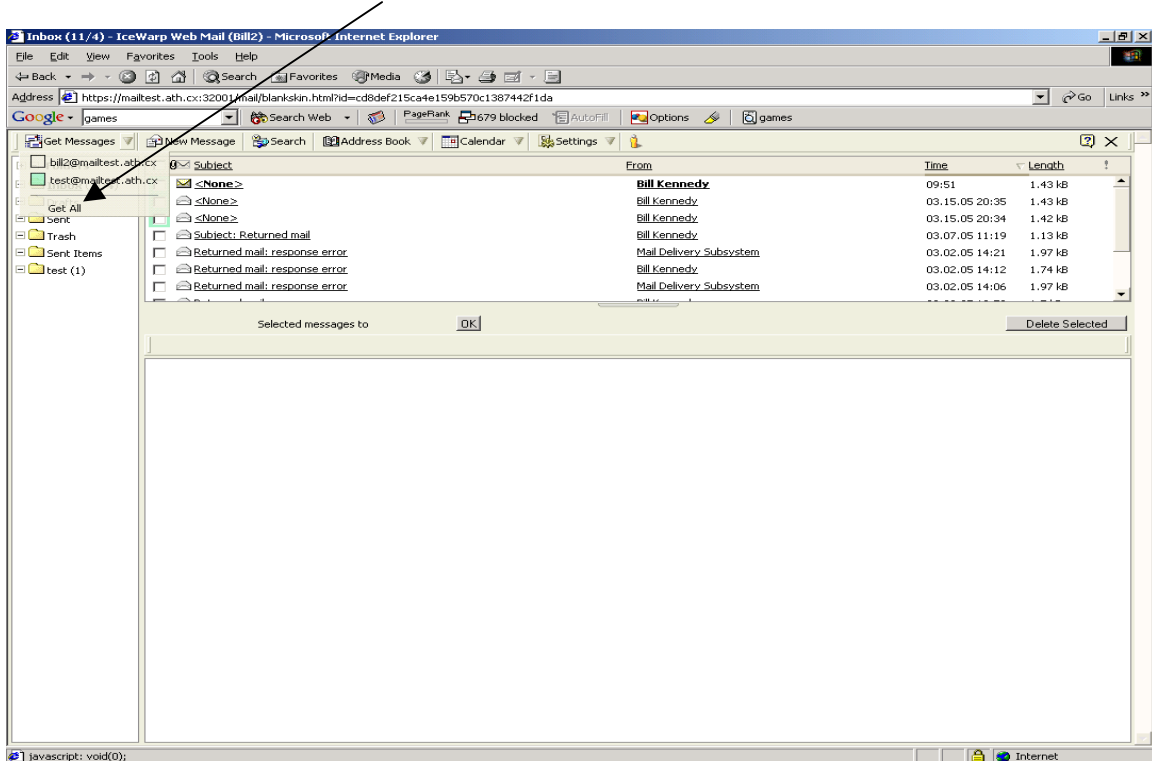
11. If 'Successful' appears after clicking the test connection then click 'Save Changes'

## Viewing the Shared Mailbox

1. Log in as you normally would. Open Internet Explorer and go to [https://\[your company name\].brightfax.com/mail](https://[your company name].brightfax.com/mail) to bring up the login screen. Enter your individual username and password and click on 'Login'.

***NOTE:*** Each user must have an individual username and password. Multiple login's at the same time is not allowed.

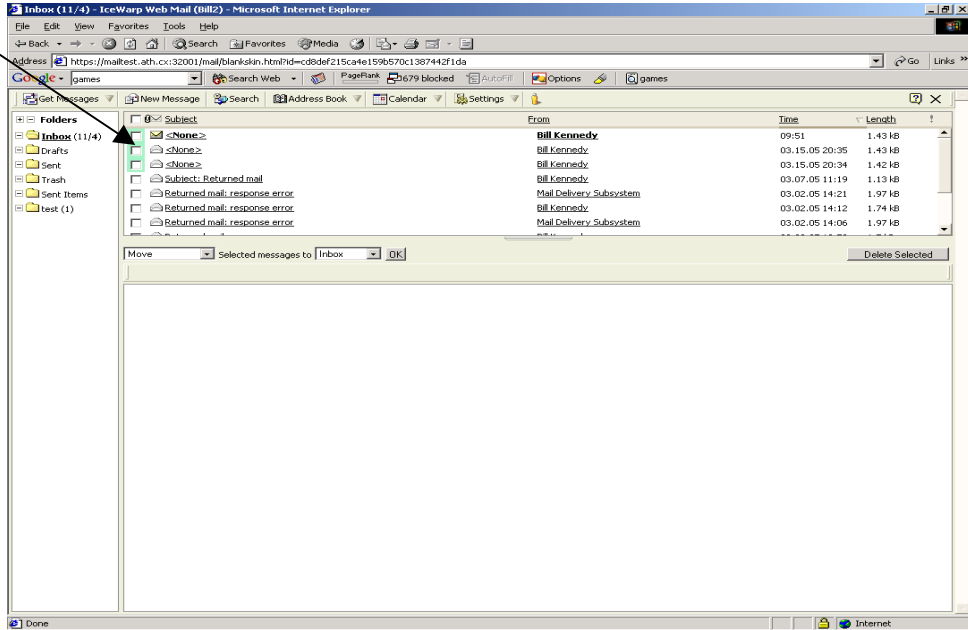
2. In order to view the Shared Mailbox preview pane window click 'Get Messages' on the dropdown and choose the 'Get All' option:
3. Your window will look similar to the one below:





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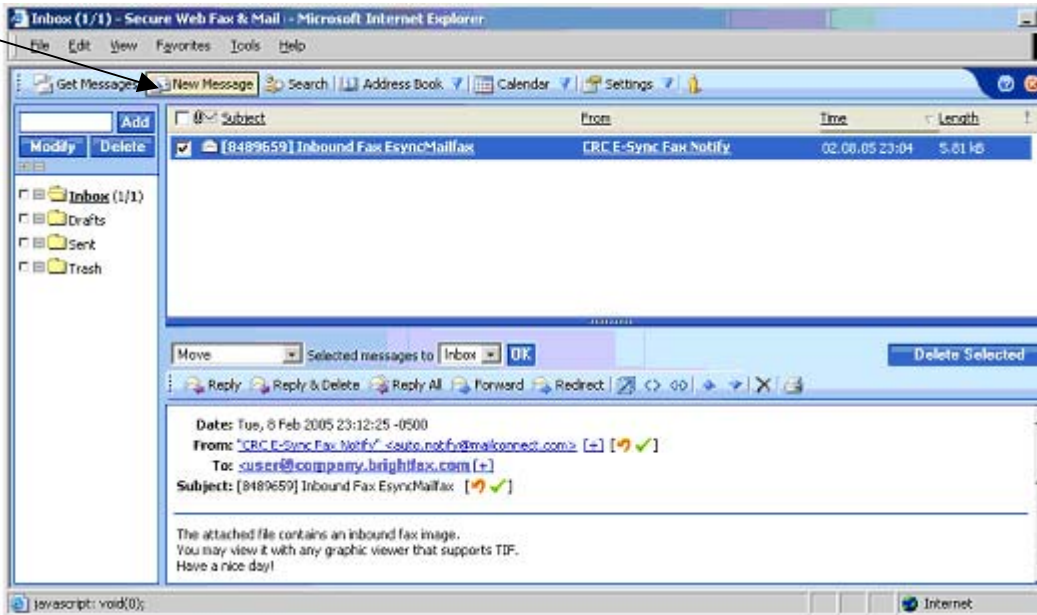
- By clicking the 'Get All' option the Shared Mailbox faxes will appear and be distinguished with a colored checkbox and standard naming convention in the preview pane similar to below:



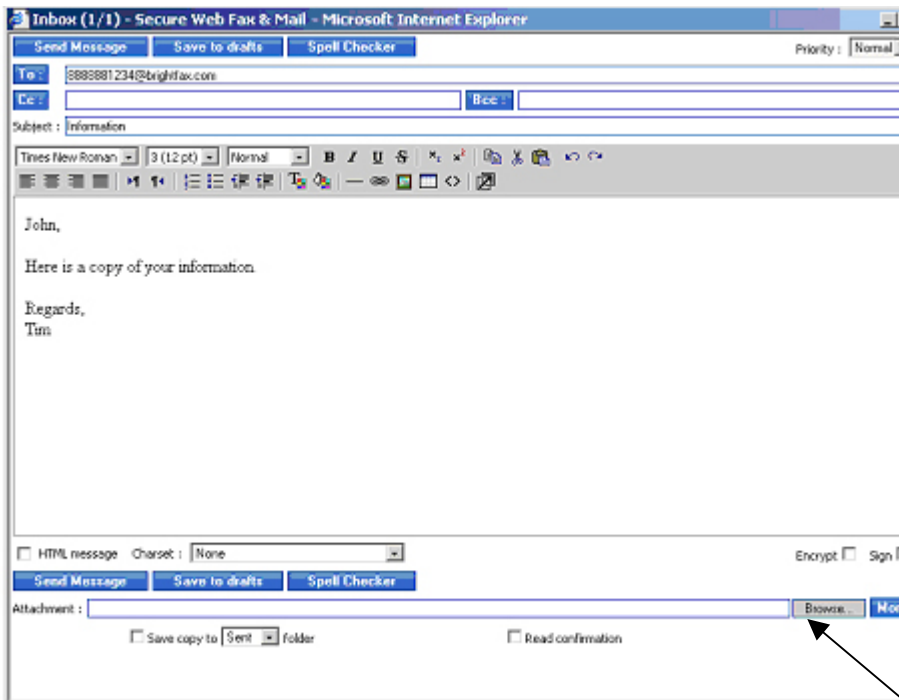
- When initially opening the fax please remember to refresh the screen!
- All faxes from the Shared Mailbox can then be viewed and modified by the various users who have been added to the Shared Mailbox account.

## Sending Faxes

- To send a fax click on 'New Message' at the top of your screen.



- The following screen will appear. Fill in the 'To' field using the format: [faxNumber@brightfax.com](mailto:faxNumber@brightfax.com).

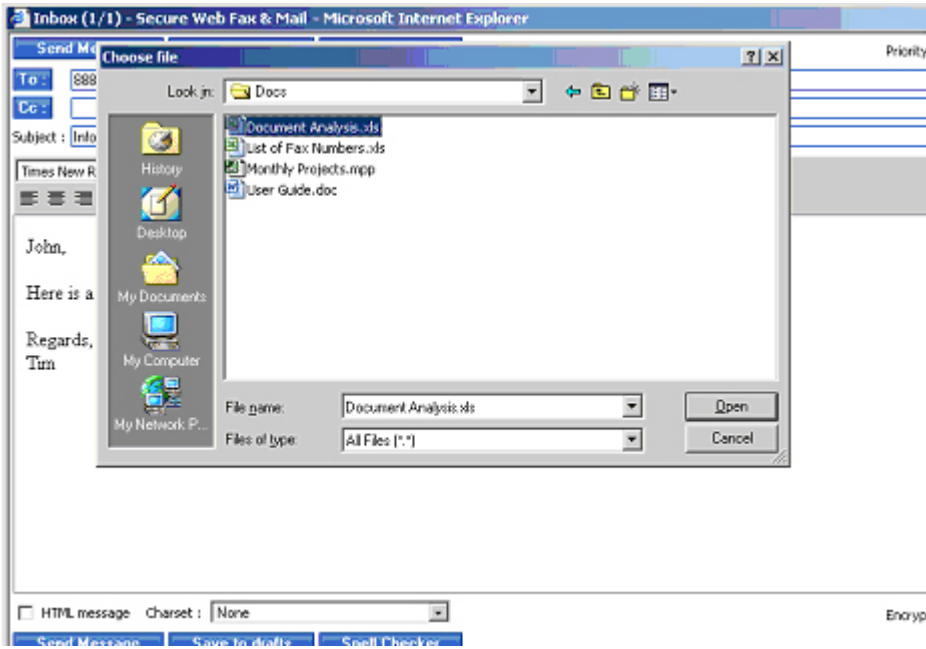


- Fill in the Subject and Message body.

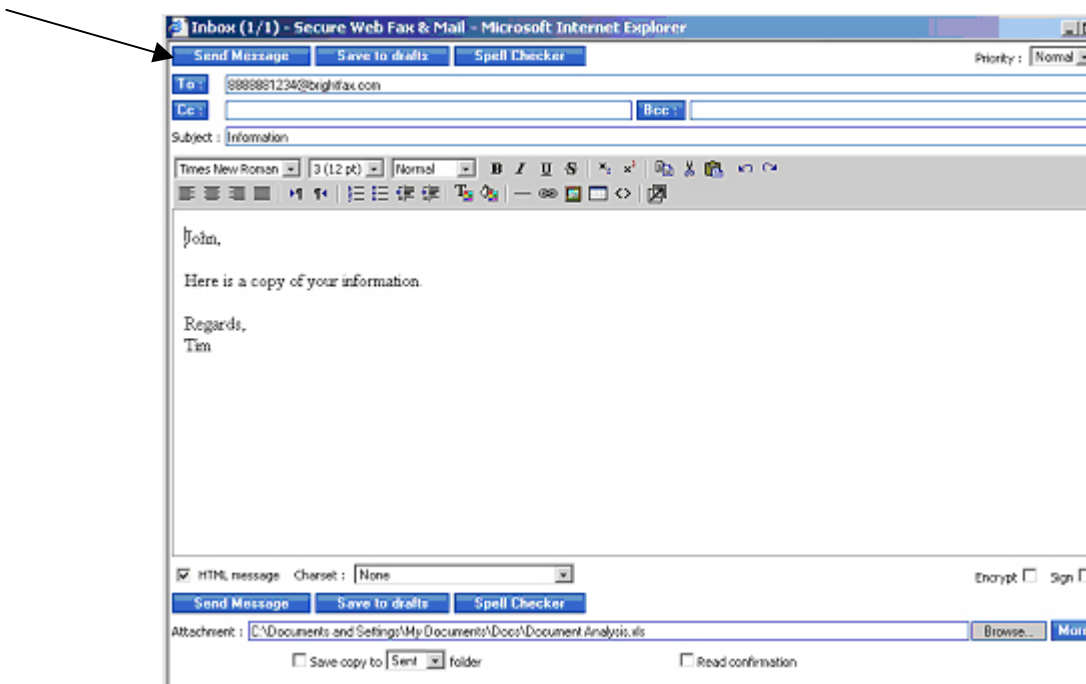


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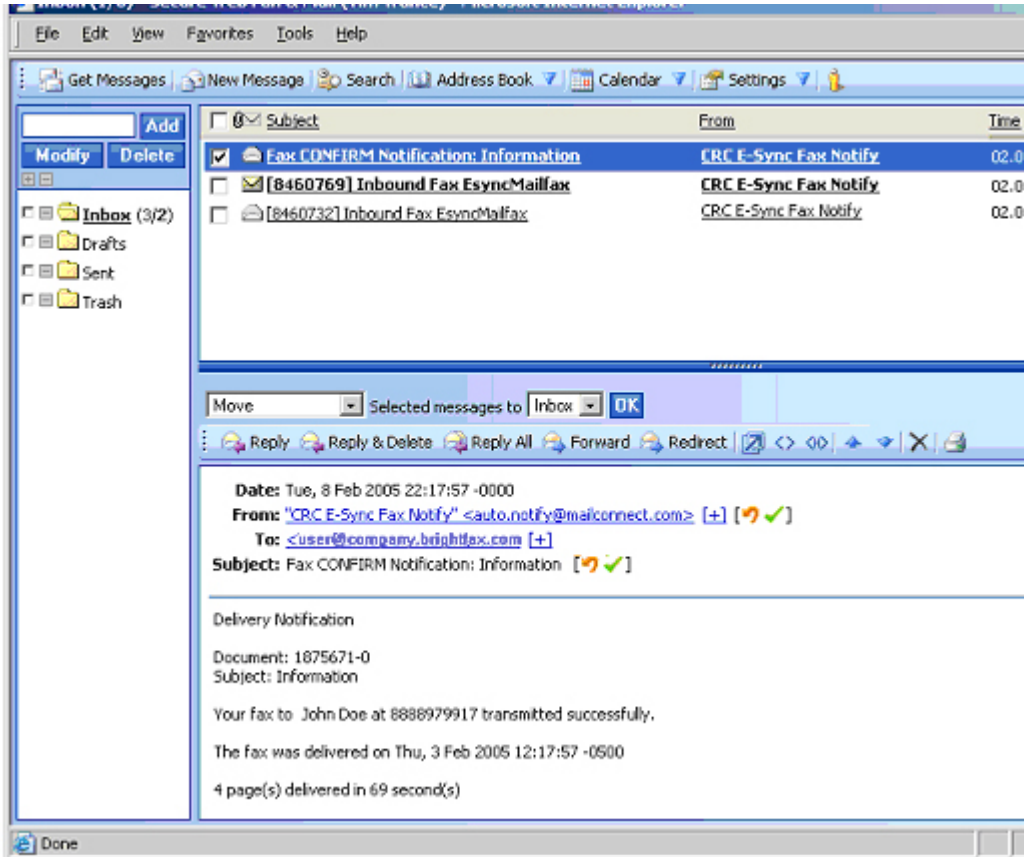
4. If you would like to attach a file to this message:
  - a. Click on the 'Browse' button.
  - b. Find the file that you would like to attach and click 'Open'.



5. The path will appear in the bottom of the screen. Click 'Send Message'.

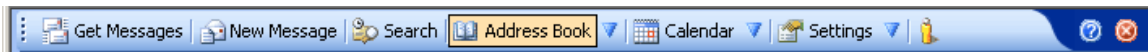


6. When your fax has been sent you will receive a confirmation email like the one below:

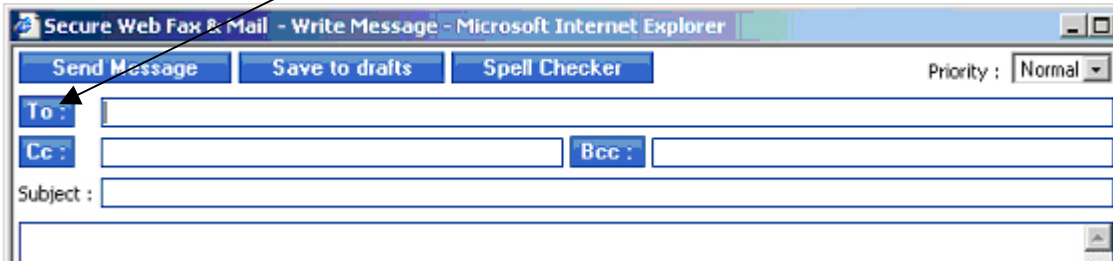


## Using the Address Book

1. Access the address book either by clicking on the 'Address Book' button at the top of the screen:



or by clicking the 'To' button when you create a new message:

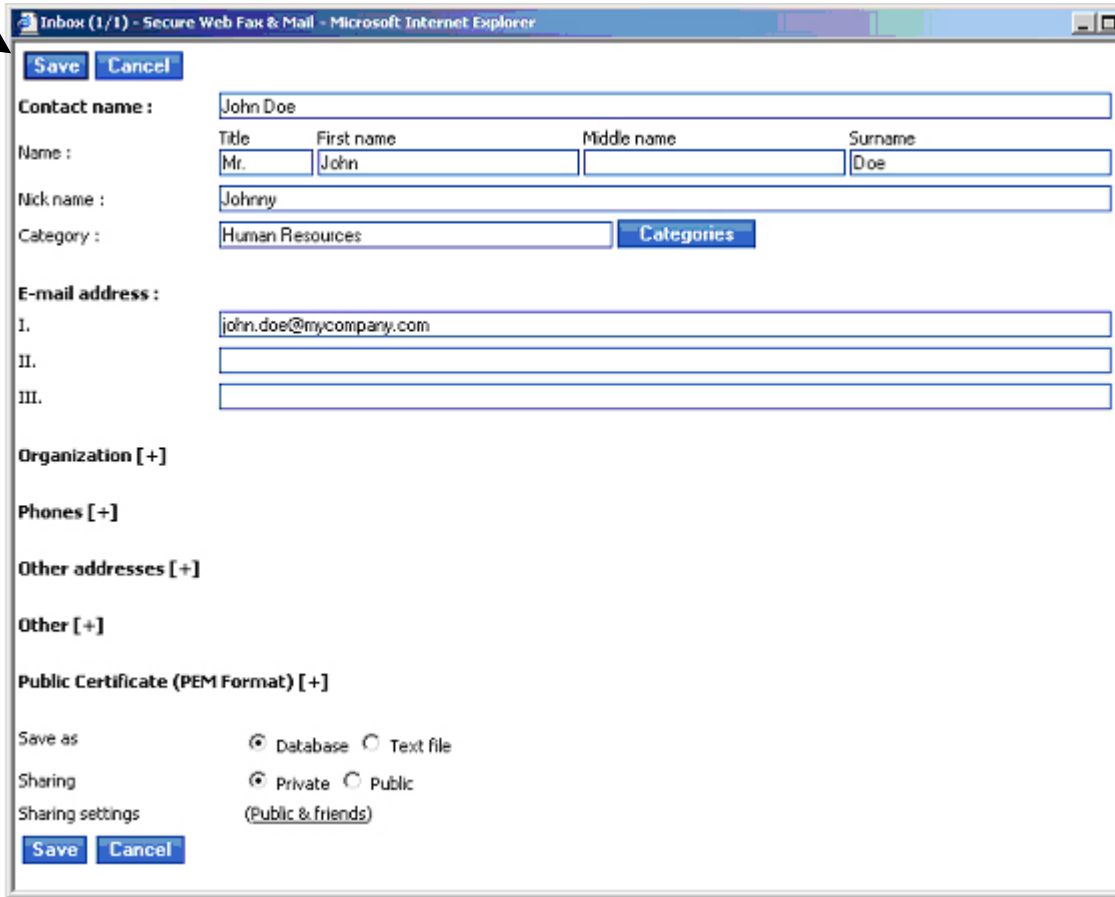


2. A new window will appear like the one below:

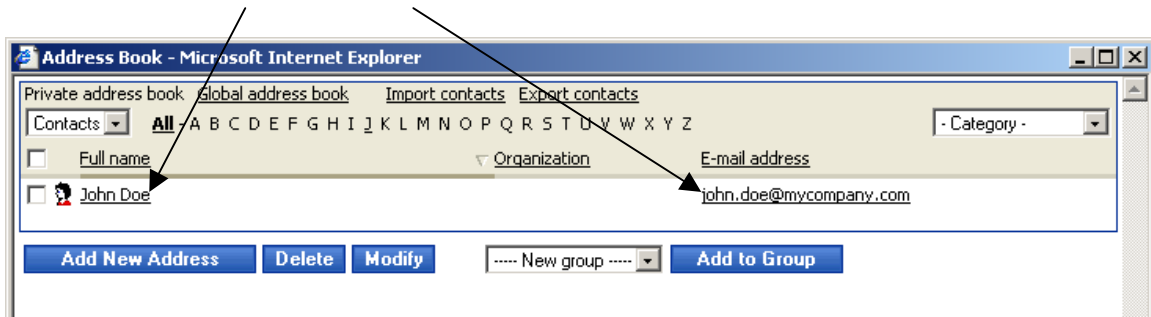


To add a new contact click 'Add New Address'.

3. Fill in the information like the window below. When complete click 'Save'.



4. Your contact will then appear in your list. To send an email to a contact, simply click the name or email address.

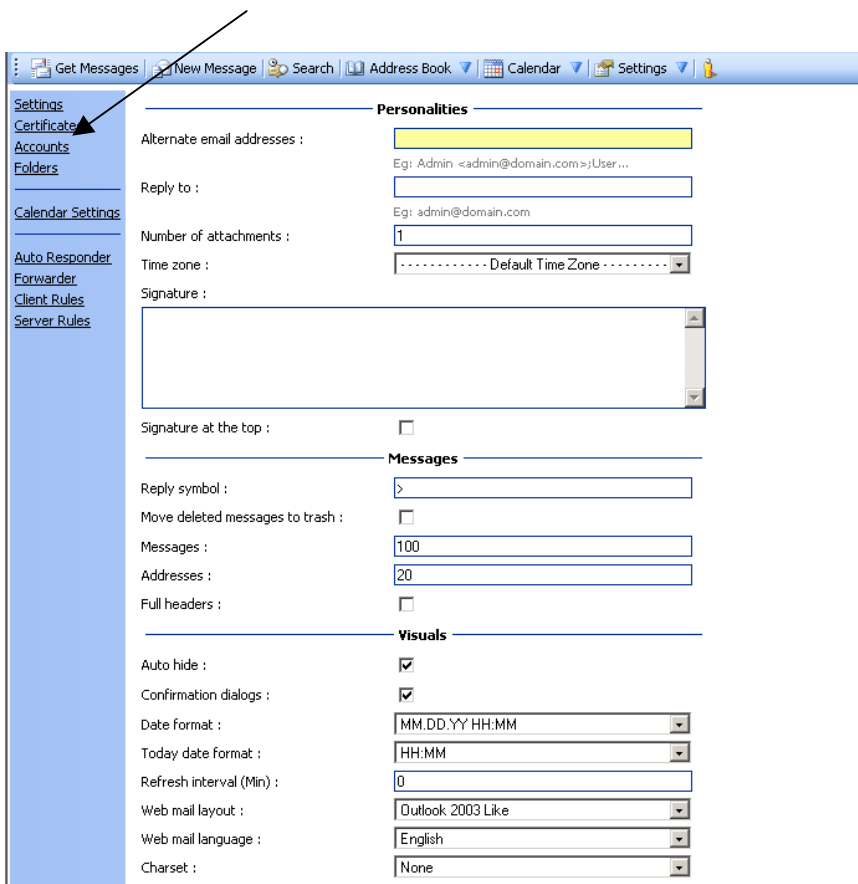


## Resetting Your Password

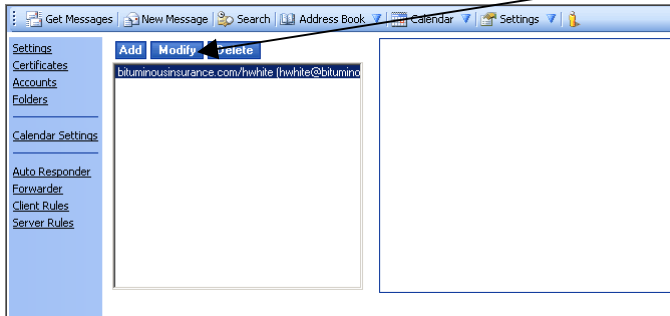
1. Click on 'Settings' in the menu bar:



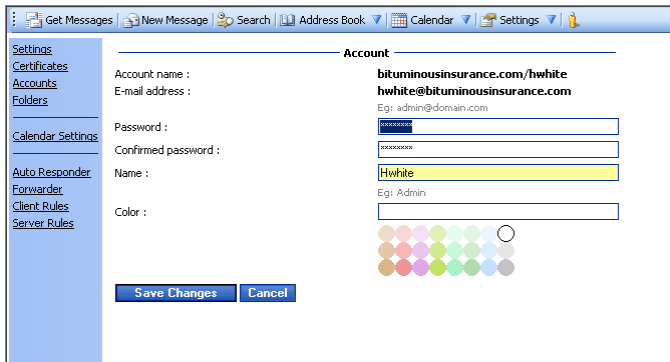
2. Click on 'Accounts' in the menu on the left:



3. Your account will be highlighted, click on 'Modify'



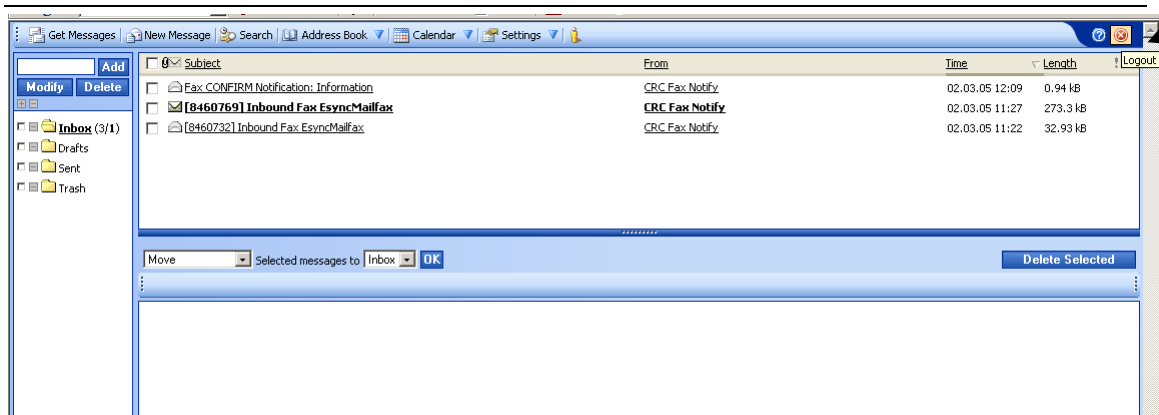
4. Type your new password in the 'Password' text box and re-type it again in the 'Confirm Password' text box. The password must be a minimum of 8 characters and 2 characters must be numeric.



5. Click 'Save Changes.' Your password has now been changed.

## Logging Out

To log out of webmail simply click the 'X' button in the upper right hand corner as shown below:



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