

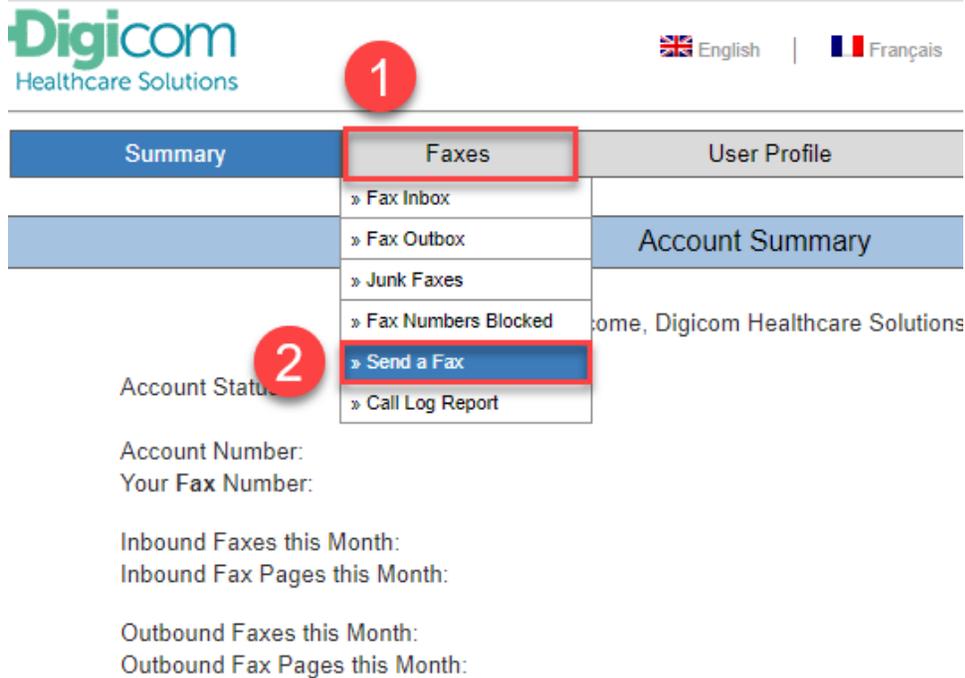
DHS SecureFax

DHS SecureFax is an easy-to-use HIPAA compliant electronic faxing solution. Refer to the guide below to learn the basics in using the fax system.

- [Sending Faxes:](#)
- [Receiving Faxes:](#)
- [Viewing Logs](#)

Sending Faxes:

1. **Log into DHS SecureFax Site:** Open internet browser and log into [DHS SecureFax website](#).
2. **Select "Send a Fax" Menu:** Select "Faxes" and "Send a Fax" menu.



3. **Select Fax Options & Send:** Select options below and send fax.
 - a. **Type of Fax:** Select "Single Fax" to send to one recipient or "Broadcast Fax" to send to multiple recipients.
 - b. **Enter Fax #:** Enter recipient fax number as a 10 or 11 digit phone number (e.g. 415-555-5555) or press address book button to select a saved fax number.

 Faxes will transmit regardless if "1" is included on front of fax number or not. Faxes can be sent to all 50 USA states plus Canada.

- c. **Save Number to Address Book:** Check this box if you would like to save number to your address book.
- d. **Send Cover Page:** Select this option if a cover page is desired and enter recipient name, organization, subject and any desired comments.

 The "Standard" cover page style is recommended as styles are nearly identical. To add a custom disclaimer to the cover page of your organization, select "User Profile" menu and "Cover Pages" option.

- e. **Choose File:** Click "Choose File" button, browse to file you would like to fax and click "Open" to attach. You can select up to 5 files to fax at a time.

 DHS SecureFax supports PDF, Microsoft Word, JPEG and TIFF file formats.

- f. **Schedule:** If desired, click "Send Immediately" drop down to send fax at a later time.

g. **Send Fax:** When your fax is ready to send, click "Send Fax" button to queue fax for delivery.

Send A Fax

Fax has been scheduled for delivery.

Type of Fax: Single Fax
 Broadcast Fax

Enter Fax #: 
(e.g. 16047136699)
 Save Number to Address Book

Send Cover page:

Cover Page:

To Name:

Organization:

From:

Subject:

Comments:

NOTE: Maximum size of EACH attachment is 50 Meg.
For a list of acceptable file formats click here

Attachment 1:

Attachment 2:

Attachment 3:

Attachment 4:

Attachment 5:

Receiving Faxes:

1. **Click Fax Email Notification Link:** When "Fax" email folder indicates a new message, indicating a new fax has arrived, select message and click "Click here to view in portal" link to access fax.



DHS SecureFax <noreply@dhsfax.com>
Mon 3/23/2020 3:40 PM
Fax

To: Fax;

Fax Received:	Mar 23/20 03:39 PM
From Fax Number:	707-462-1265
To Fax Number:	707-542-1058
# of Pages:	1

You have a new Fax. [Click here to view in portal](#)

- Log into Portal:** Log into DHSFax portal, select "Faxes" menu and "Fax Inbox".

The screenshot shows the Digicom Healthcare Solutions portal. At the top, there are language options for English and Français. The main navigation bar includes 'Summary', 'Faxes', and 'User Profile'. The 'Faxes' menu is expanded, showing options like 'Fax Inbox', 'Fax Outbox', 'Junk Faxes', 'Fax Numbers Blocked', 'Send a Fax', and 'Call Log Report'. The 'Account Summary' section is visible, displaying 'Account Status:', 'Account Number:', 'Your Fax Number:', 'Inbound Faxes this Month:', 'Inbound Fax Pages this Month:', 'Outbound Faxes this Month:', and 'Outbound Fax Pages this Month:'.

- View Fax:** Click the "View Fax" button next to the fax you would like to access.

The screenshot shows the Digicom Healthcare Solutions portal with the 'Faxes' menu selected. The 'Fax Inbox' table is displayed, showing a list of faxes with columns for 'No.', 'Date', 'From', 'Pgs', 'Size', 'Status', and 'Options'. A red arrow points to the 'View Fax' button in the 'Options' column of the first row. Below the table are buttons for 'Email Selected Faxes' and 'DELETE Selected Faxes'.

No.	Date	From	Pgs	Size	Status	Options
1	Apr 05/20 06:45 PM	707-843-3124 /	8	358 Kb	Ok	[View Fax] [Download] [Delete]
2	Apr 05/20 06:13 PM	707-843-3124 /	1	25 Kb	Ok	[View Fax] [Download] [Delete]
3	Apr 05/20 06:12 PM	707-843-3124 /	1	24 Kb	Ok	[View Fax] [Download] [Delete]

- Mark Fax as Received:** Right click fax notification email flag and select "Mark Complete" so all members know fax has been processed.

The screenshot shows an email inbox with a context menu open over a fax notification email. The context menu includes options like 'Today', 'Tomorrow', 'This Week', 'Next Week', 'No Date', 'Custom...', 'Add Reminder...', 'Mark Complete', 'Clear Flag', 'Set Quick Click...', and 'Set Quick Actions...'. The 'Mark Complete' option is highlighted with a green checkmark. A red arrow points to the email notification flag that was right-clicked.

Viewing Logs

To view logs of faxes sent and received, perform the following steps.

1. **Navigate to "Call Log Report" Module:** Select "Faxes" menu and "Call Log Report" to navigate to logs module.

The screenshot shows the Digicom Healthcare Solutions interface. At the top left is the logo. At the top right are language options for English and Français. Below the logo is a navigation bar with three tabs: Summary, Faxes, and User Profile. The Faxes tab is highlighted with a red box and a red circle containing the number '1'. A dropdown menu is open under the Faxes tab, listing several options: » Fax Inbox, » Fax Outbox, » Junk Faxes, » Fax Numbers Blocked, » Send a Fax, and » Call Log Report. The » Call Log Report option is highlighted with a red box and a red circle containing the number '2'. Below the navigation bar, there are several form fields: 'Select Fax Number to report on:' with a dropdown menu, 'Show Call Log records for:' with radio buttons for 'Quick Select' and 'Date Range', and 'Select Fax Type:' with a dropdown menu set to 'ALL Faxes'. At the bottom right is a 'Submit' button.

2. **Select Log Options & Submit:** Select the options listed below to run fax log report.
 - a. **Select Fax Number to Report on:** Leave the default of "All Numbers" or select a specific number representing faxes sent or received in the past to report on.
 - b. **Show Call Log Records for:** Select an time span option from the drop down box or select a specific date range to report on.
 - c. **Select Fax Type:** Select "All Faxes" default option or "Sent", "Received" or "Failed" options.
 - d. **Fax Number:** Enter a specific fax number to report on (optional).
 - e. Click "Submit" button to create report.

The screenshot shows the Digicom Healthcare Solutions interface with the 'Call Log' section highlighted. The 'Call Log' section is a blue bar at the top of the main content area. Below it, there is a form with the following fields: 'Select Fax Number to report on:' with a dropdown menu set to 'All Numbers'; 'Show Call Log records for:' with radio buttons for 'Quick Select' and 'Date Range', and a dropdown menu set to 'Last 7 Days'; 'Select Fax Type:' with a dropdown menu set to 'ALL Faxes'; and 'Fax Number (or part of number):' with a text input field. A 'Submit' button is located at the bottom right of the form. The entire form area is enclosed in a red rectangular box.