

## Fax Account Management Instructions



To manage and view Fax Reports, Fax Resends and document File Conversions, there is an additional website to the Fax Upload & Job Administration page. This platform is called the Fax Account Management website.

### A. Reports and Resends

#### How to access the Fax Account Management

**Option 1** (start in the main overview)


Go to our website [www.faxem.com.au](http://www.faxem.com.au), select 'Login'/'Fax Account Management' from the left hand menu and enter your login details.

**Option 2** (get automatically directed to a specific report)


Open the report summary which you have received via email upon completion of your broadcast, scroll down to the bottom, click on the link next to 'To view your detailed report please go to' and enter your login details.

#### How to view summary and statistics

Using '**Option 2**' the summary and statistics for your fax campaign will automatically be displayed.

1. If you are using multiple services select '**Bulk Fax**' or '**Bulk SMS**'
2. Select the broadcast you wish to view by clicking in the circle on the left of your job
3. Then click on the magnifying glass  or the '**Details**' button at the bottom of the page
4. From here you can access the detailed excel report by clicking on '**Get report**', insert a resend by clicking on '**Resend**' or navigate back to the main page by clicking on to '**Back to overview**'


#### How to view and download a detailed Excel report

1.
  - a. When logging in via '**Option 2**' simply click on the '**Get report**' button at the bottom of the page
  - b. When logging in via '**Option 1**' first select your service, then select your broadcast by clicking in the circle on the left of your job and finally click on the disk  or the '**Get report**' button at the bottom of the page
2. On the next screen change the '**Separator**' from ; to , and click on '**Request report**'
3. To solely view the report click on '**Open**' or to download the report click on '**Save**'

Please contact our customer service team on 1300 667 355 if you have any additional enquiries or email [support@faxem.com.au](mailto:support@faxem.com.au)

### How to insert an additional Resend

To reattempt all fax contacts that haven't received the fax during your first attempt or 1<sup>st</sup> resend you can insert a resend via the system without the need of creating a new job.


1.
  - a. When logging in via '**Option 2**' simply click on 'Resend' button at the bottom of the page
  - b. When logging in via '**Option1**' first select your service, second select your broadcast by clicking in the circle on the left of your job and third click on the arrow  or the '**Resend**' button at the bottom of the page
2. On the next screen select the date and time of your choice and click on '**Resend**'
3. To send the resend you need to login to the job administration and manually start it

### How to automate the start of Fax Resends

To have your resends start automatically once the initial send of your fax campaign has been completed, please send us an email on [support@faxem.com.au](mailto:support@faxem.com.au) with '**Automate Resends**' in the subject line and we will activate this feature for you.

## B. File Conversion

When uploading a fax broadcast in some cases, depending on the program you have used to create the document, our system has difficulties reading the file, for example black boxes around your images. Therefore a File Conversion tool is available to test and change the type of PDF to Fax conversion.

1. Go to our website [www.faxem.com.au](http://www.faxem.com.au), select 'Login'/'Fax Account Management' from the left hand menu and enter your login details.
2. Select '**File Conversion**' below 'Finished Jobs'
3. Click on '**Browse...**' and select the file you wish to convert (Max. file size: 100 MB; Accepted file extensions: pdf, doc, xls, txt, htm, html, ppt, rtf, cdr)
4. When converting a PDF please select one of the three **Conversion Methods**:
  - PDF-16: brighter – Contrast low
  - PDF-20: bright – Contrast medium
  - PDF-12: dark – Contrast high
5. Select the '**Resolution**' – 'normal' or 'high'
6. Click on '**Transforming file**'
7. Click on the disk  in order to **download** the converted file

Then, go back to the Fax Upload website and insert your job using the TIF file you have downloaded via the file conversion feature and check the results of your test fax.

Once tested contact us to apply the most suited conversion type to your account.

Please contact our customer service team on 1300 667 355 if you have any additional enquiries or email [support@faxem.com.au](mailto:support@faxem.com.au)