

## Email Template for Notifying Users

Dear colleagues,

As a part of the state's Voice over Internet Protocol (VoIP) project, the Fax2Mail service is now available to replace fax machines. Beginning [DATE] the fax machine located at [LOCATION] will no longer be operational and the faxes that come in to [NUMBER] will now be received in a shared email box under the user name [USERNAME].

To open this email box, in Outlook select "File" and then select "Open & Export", and then select "Other Users Folder". When the "Open Other Users" dialog box appears, select the user [USERNAME] and click OK. This will allow you to view the mailbox where faxes arrive. Do not delete or remove faxes that are not intended for you.

Detailed instructions on sending faxes can be found at:

<https://soh.sp.ohio.gov/sites/ngts/Cloud%20Fax%20User%20Resource/Sending%20and%20Receiving%20Faxes%20Using%20Fax2Mail%20QRG.PDF> and more information is available on the Fax2Mail services at: <https://soh.sp.ohio.gov/sites/ngts/SitePages/Cloud%20Fax%20Resource.aspx>.

For more information or support, please contact your agency help desk.

Thank you,