

### WELCOME TO EASYLINK SERVICES

This brief Administrator Reference Guide will assist you in managing your Fax2Mail Solution.

### ADMINISTRATOR TAB

Go to <https://fax2mail.easylink.com>

Log in with either your email address or fax number  
Select **“Administrator”** tab

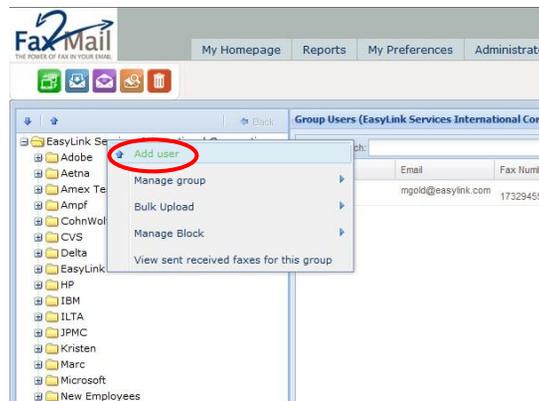
This menu allows you to add, modify and remove users from your account. As a user with Administrative rights, you have the ability to:

- Provision New Users
- Create Groups
- Re-Parent users to another Group
- View all activity of users
- Edit Preferences for users

### ADDING A USER

To add a new user click on the Administrator tab

- Select **“Manage Users”**
- In the left panel, right click on the name of the group you want to add the user.
- Select **“Add User”**

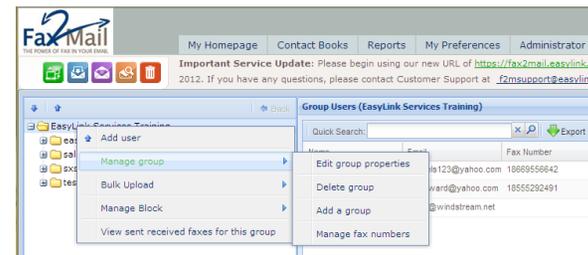


- Complete the user information.
- The default account is a Mail2Fax. To assign a Fax2Mail number select the drop down option on the **“Fax Number”** field and select **“Change”**.
- When adding multiple users, assign the same password (ie; Welcome! or F2M-1234, etc) for everyone. It will be easier to manage. The user will be prompted to change the password the first time they access the web site. Follow the instructions for strong passwords.
- Make sure you select the appropriate Time Zone
- Click on the **“Add User”** button on the bottom of the page to save

*Note: A Bulk Upload function is available for lists of new users. Ask your Sales Rep for details.*

### MANAGE GROUPS

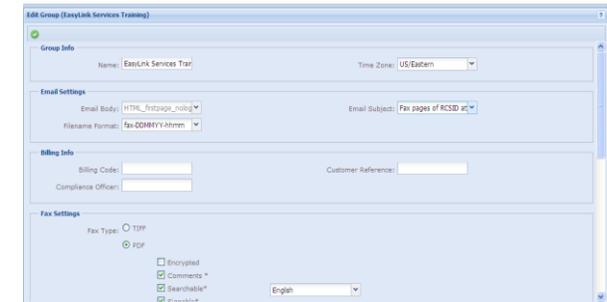
The Manage Groups menu tree lets you: Edit Group properties, Add/Delete a Group, and Manage Available Fax Numbers. Right click on the group name in the panel on the left.



### Edit Group Properties

- By editing a group’s properties, you can change the defaults for all new users that are added
- If you check off **“cascade changes”** all users within the group will have the new settings applied

### Edit Group Properties Screen



### Add a Group

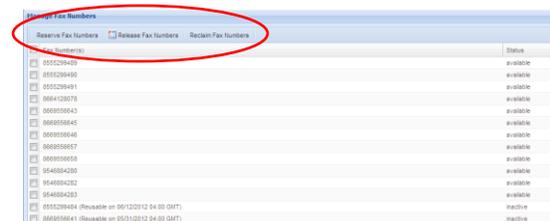
- To create a new group, right click on the group name in the right hand panel and select **“Manage Groups”** then **“Add a Group”**.
- Name the new group and click **“OK”**.

### Re-assigning a user to a different Group

- To re-assign a user to a different Group, simply drag and drop the user from the right side of the window over to the new group name on the left side.

### Manage Fax numbers

Allows you to view/reserve/release/reclaim fax numbers for your account



- Reserve Fax Numbers: Retrieves additional fax numbers



- Release Fax Number: Removes unwanted fax numbers
- Reclaim Fax Number: Changes the status of the fax numbers
- \* You have 14 days to reclaim a released fax number.

### BLOCKING NUMBERS

Fax2Mail allows you to block calls from specific callers for an individual user or for a group.

To block or unblock numbers, do the following:

- Block faxes for all users in your account by selecting **"Manage Blocks"** from the Administrator tab.
- Block faxes at the user level by selecting **"Manage Users"** icon next to that user's name.
- Block faxes at the Group level by right clicking on the Group name and selecting **"Manage Blocks"**

A form will appear on the screen. Up to 5 numbers can be added to block or unblock.

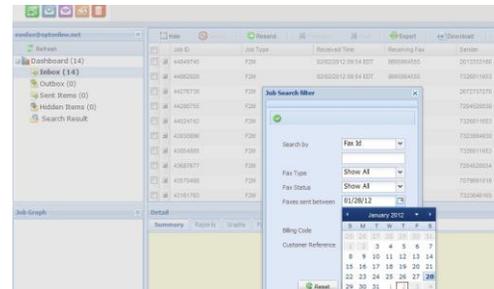
- Enter the country code for the numbers being blocked. For example, the country code for the United States is 1, and the country code for the United Kingdom is 44. Do not enter the name of the country.
- Blocks take effect within 4 hours.

### VIEWING ACTIVITY

As an Administrator, you can view activity for the account, group or an individual user.

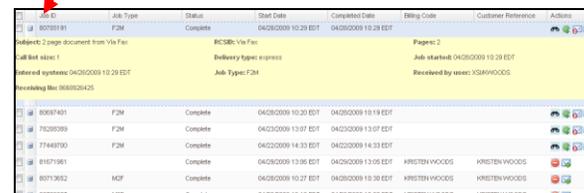
### Viewing User Activity

- Click on the **"Sent/Received"** link in the View Activity column
- To search for a specific time or job use the **"Advanced Search"** button to modify your query



From the *Inbox* folder you may view the actual fax that was received by selecting the binocular icon, , view delivery details and also have the ability to resend or redirect users fax.

- Click on the **"+"** sign to view details about the fax

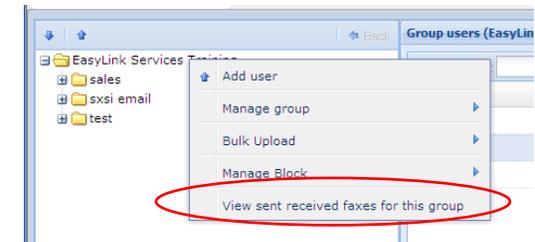


- Click on the job # to get a split screen containing information on the delivery of the fax
- A split window will appear on the bottom of the screen. Click on the Resend icon. This will let you change the destination.

Job ID	Job Type	Status	Start Date	Completed Date	Billing Code	Customer Reference	Actions
80887401	F2M	Complete	04/28/2009 10:20 EDT	04/28/2009 10:19 EDT			
75288389	F2M	Complete	04/23/2009 13:07 EDT	04/23/2009 13:07 EDT			
77448700	F2M	Complete	04/22/2009 14:33 EDT	04/22/2009 14:33 EDT			
81671961	Complete	Complete	04/28/2009 13:06 EDT	04/28/2009 13:05 EDT	KRISTEN WOODS	KRISTEN WOODS	
80713652	MHF	Complete	04/28/2009 10:27 EDT	04/28/2009 10:30 EDT	KRISTEN WOODS	KRISTEN WOODS	
80713297	MHF	Complete	04/28/2009 10:15 EDT	04/28/2009 10:20 EDT	KRISTEN WOODS	KRISTEN WOODS	

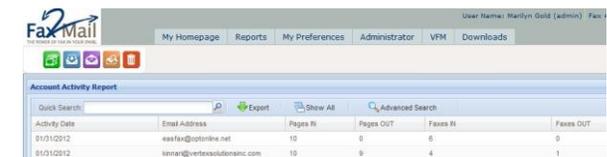
### Viewing Group Activity

- From the administrator tab select **"Managed Users"**
- Right click on group name and select **"View sent received faxes for this group"**.
- To search for a specific time or job use the **"Advanced Search"** button to modify your query.



### Viewing Activity For All users

- Click on the Reports tab
- **"Advanced Search"** can be used to narrow your query
- **"Export All"** will give you a CSV file that you can download
- **"Show Details"** displays the details for the specific fax on that line



### EASYLENK CUSTOMER SUPPORT

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