



## ABOUT EFAQ

eFax allows you to send and receive faxes through a web portal. Faxes may also be received through email.

For information and access to the eFax service – contact the IT Support Center at [ithelp@gwu.edu](mailto:ithelp@gwu.edu).

## ACCESS EFAQ

[go.gwu.edu/fax](http://go.gwu.edu/fax)

(You must be on campus or use VPN)

Log in using your netID and password.

## OUTGOING FAX DIAL PLAN

Internal University Fax Number – dial the 5 digit extension (4xxxx, 3xxxx, 2xxxx)

External Fax – Dial the 10 digit phone number – no dashes. (2025551212)

## SEND A FAX FROM THE EFAQ SITE

1. Log in to the eFax site
2. Click **Compose**
3. Fill in the recipient name and company
4. Enter the fax number you are sending the fax to
5. Enter the subject
6. Add any comments
7. Click **Choose File** to add the file you wish to fax
8. Click **Submit** to send the fax.

## COMPOSE WINDOW

**Submit**

Compose | Sender & Company Information | Options

**Recipients**

Name: Mike Bell More recipients...

Company: [Empty]

Fax: 2029943357 Recipient information

**Cover Sheet**

Style: Default Cover Sheet (Basic01.cse)

Subject: Test Fax

Comment: Testing steps for outgoing fax. Attaching ppt. Fax number input as 10 digit from wwickham

**Attachments**

Document to attach

Choose File Jabber\_DIT\_deployment-2

More attachments...

Attachments

- Word
- Excel
- PPT
- PDF

## RETRIEVE FAX FROM EFAQ SITE

1. Log in to the eFax site
2. Click **Incoming Faxes**
3. To download the fax, click the PDF icon



## RETRIEVE FAX FROM EMAIL

- Your [ithelp@gwu.edu](mailto:ithelp@gwu.edu) account is attached to the fax number you designated.
  - Contact [ithelp@gwu.edu](mailto:ithelp@gwu.edu) if you need to attach the number to another account.
- The subject header will be Fax Received from.... And will include the number from which the fax was sent
- The sender will appear as [reply@fax.gwu.edu](mailto:reply@fax.gwu.edu). PLEASE DO NOT REPLY TO THIS EMAIL.

## HELP AND RESOURCES

For help within the tool, **click the Help link** next to your user ID in the upper right-corner of the XMedius Fax window.

This resource provides step-by step instructions for using more advanced features.