

INCORPORATED VILLAGE OF FREEPORT

Procedural Guide



Sending Fax Through Email

Created By: Donald Dotson

Department: ITC

Date: 8/13/19

Description:

This guide will outline the procedure for users to send faxes through their email accounts.



Sending Fax Through Email



[Process of Sending Fax to Email](#)

The I.T. department is pleased to announce a new alternative method of faxing. You are now able to “send a fax” through email. The process is straightforward and outlined below for **internal** and **external** faxes:

1+ (area code)+(fax number)@fax.freeportny.gov

Screenshot example

The screenshot shows an email composition interface. On the left, there is a 'Send' button. The main area is divided into three sections: 'To...' with the email address '15169181140@fax.freeportny.gov', 'Cc...' which is empty, and 'Subject' with the text 'TEST'.

The process is identical to sending an email. The email is the cover letter of the fax. If you want to attach additional documents (word, xlsx, PDF, JPG, Etc.) with the email, go to attach file.

That completes the process for sending a fax through email!



Sending Fax Through Email



Fax Confirmation

After a few minutes, you will receive a confirmation email that looks similar to the screenshot below:

Mon 8/12/2019 11:42 AM
notifier@fax.freepornty.gov
Delivery Complete: 15169181140

To: Donald Dotson
You forwarded this message on 8/12/2019 11:47 AM.

3847983003710.DOCUMENT.PDF.pdf
45 KB

Delivery Information:

Message #: 10029
Recipient Name: 15169181140
Recipient Company:
Delivery Date: 8/12/2019
Total Pages: 2
Transmit Time: 3 min : 42 sec

Delivered by FaxCore ev5... *"When Every Fax is Mission Critical"*

If you do not receive email confirmation that simply means you are not listed in our fax database to receive confirmation emails. Please contact the Help desk at 516-377-3606 to be added.



Sending Fax Through Email



Fax Errors

If you receive an email similar to the screenshot below, please confirm the fax number is correct. You will see an error code generated if the fax is unable to be completed.

Mon 8/12/2019 12:31 PM
notifier@fax.freeportny.gov
Transaction Error: 2447

To: Donald Dotson

PDF - 3847983003724.DOCUMENT.PDF.pdf
49 KB

Delivery Information:

Message #: 10032
Recipient Name: 2447
Recipient Company:
Error Code: 2
Error Info: Error

Delivery Date: 8/12/2019
Delivery Attempts: 3
Total Pages: 0
Transmit Time: 0 sec

Delivered by FaxCore ev5... "When Every Fax is Mission Critical"

****NOTE**** Please be aware that you will still be able to continue traditional fax machines; this guide provides an alternate method to fax.

Please contact the Help desk at 516-377-3606 if you have any Questions.

End



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Description	This guide will outline the procedure for users to send faxes through their email accounts			
Created By	Donald Dotson			
Date Created	8/13/19			
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Version 1				