GOFAX

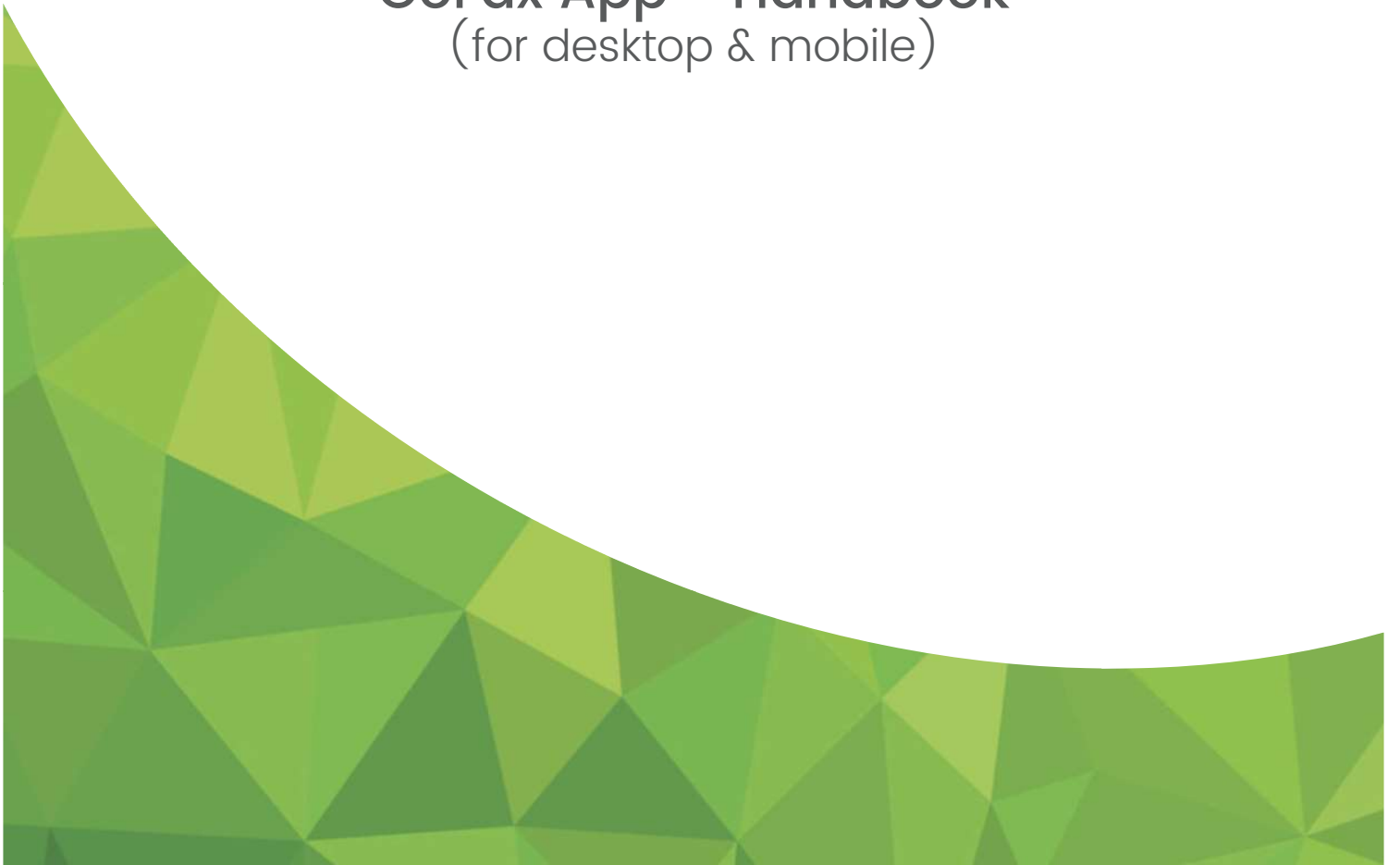## GoFax App - Handbook
(for desktop & mobile)

Installing the GoFax App to your desktop

To install the GoFax Progressive Web App to your desktop, please follow the steps below:

Windows:
1. Open https://app.gofax.com.au in the Google Chrome™ browser.
2. Click on the **"Plus Sign Icon"** to the right of the browser address bar.
3. A pop-up will appear prompting you to **"install".** To proceed, please select **"install".**
4. Once successfully installed you will see the GoFax app shortcut on your desktop
(**Supported Browser:** Google Chrome™)

Apple:
1. Open https://app.gofax.com.au in the Google Chrome™ browser.
2. Click on the **"Plus Sign Icon"** to the right of the browser address bar.
3. A pop-up will appear prompting you to **"install".** To proceed, please select **"install".**
4. Once successfully installed you will see the GoFax app shortcut on your desktop
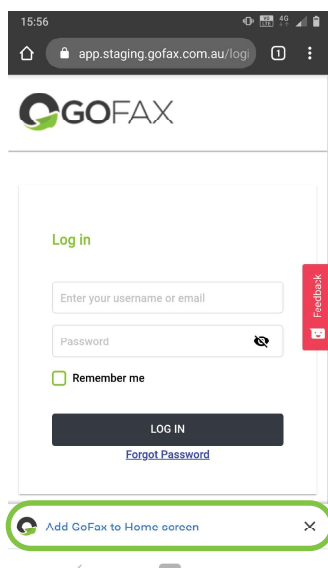(**Supported Browser:** Google Chrome™)

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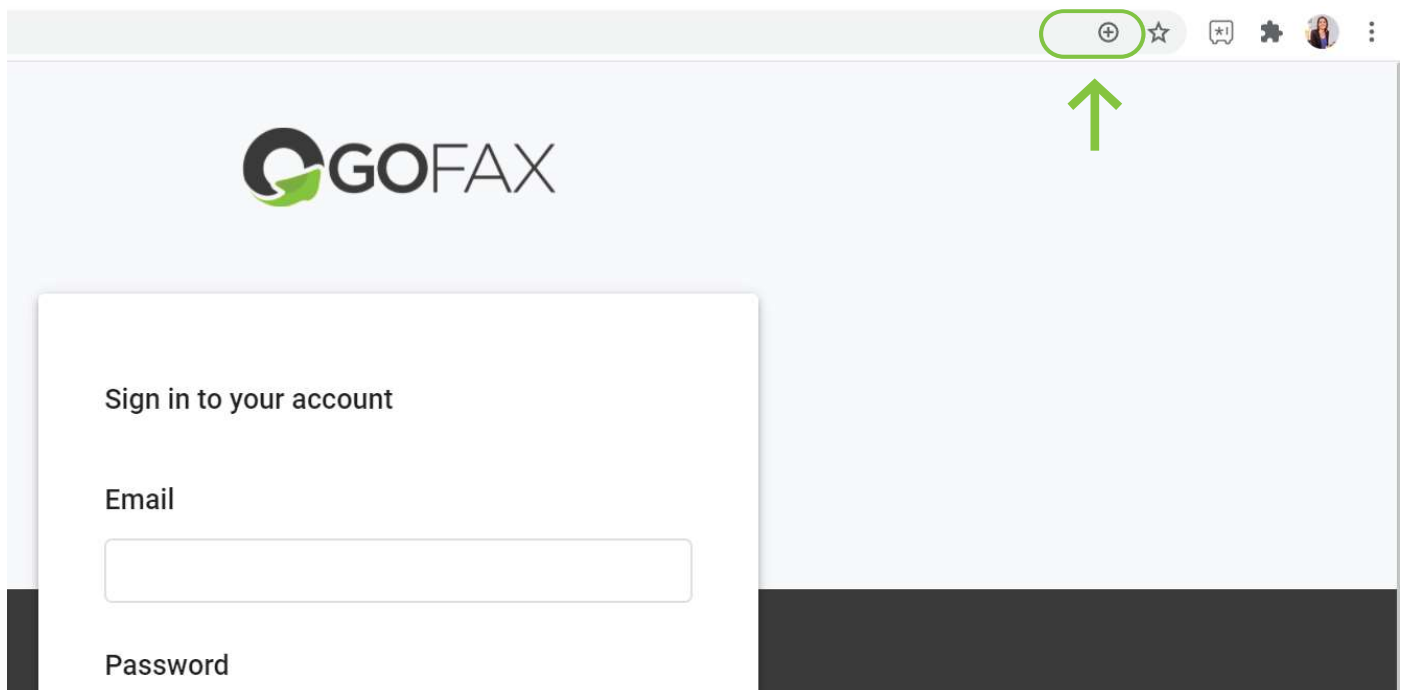
Installing the GoFax App to your mobile

iOS:
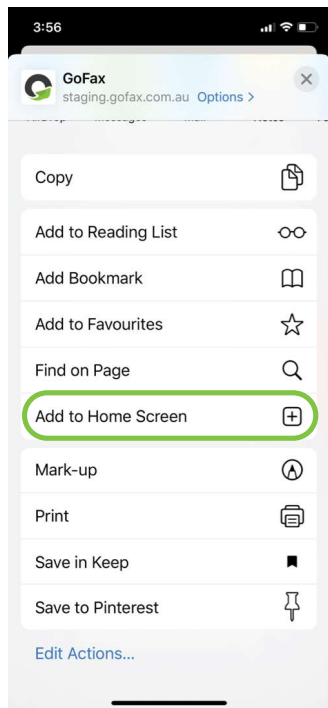
1. Open https://app.gofax.com.au in the Apple Safari® browser.

2. Click on the **"share"** button and scroll down to **"Add to Home Screen".**

3. The GoFax app will now be available for use on your home screen.

(**Supported Browser:** Apple Safari®)
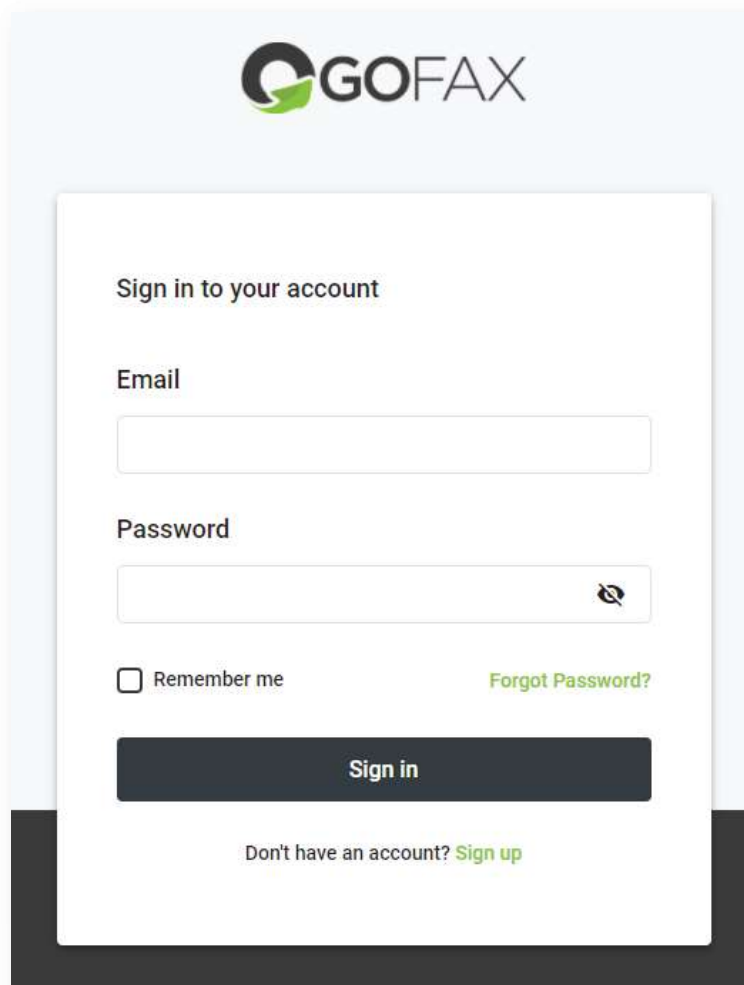
Android:

1. Open https://app.gofax.com.au in the Google Chrome™ browser.

2. An announcement bar at the bottom of the screen will prompt you to **"Add GoFax to Home Screen"**

3. The GoFax app will now be available for use on your home screen.

(**Supported Browser:** Google Chrome™)

Logging into the GoFax App

To log into your GoFax account open the installed GoFax app on your computer or mobile device or go to https://app.gofax.com.au/

- **Email/Username:** You can log in with the Authorised Account Holder email or the username set up on your account. If you have a sub-user created on your account, you can access the GoFax App using the sub-user credentials assigned to you by the Authorised Holder.
- **Password:** Enter your password.
- **Remember me (Optional):** Allows you to save your credentials to your device.
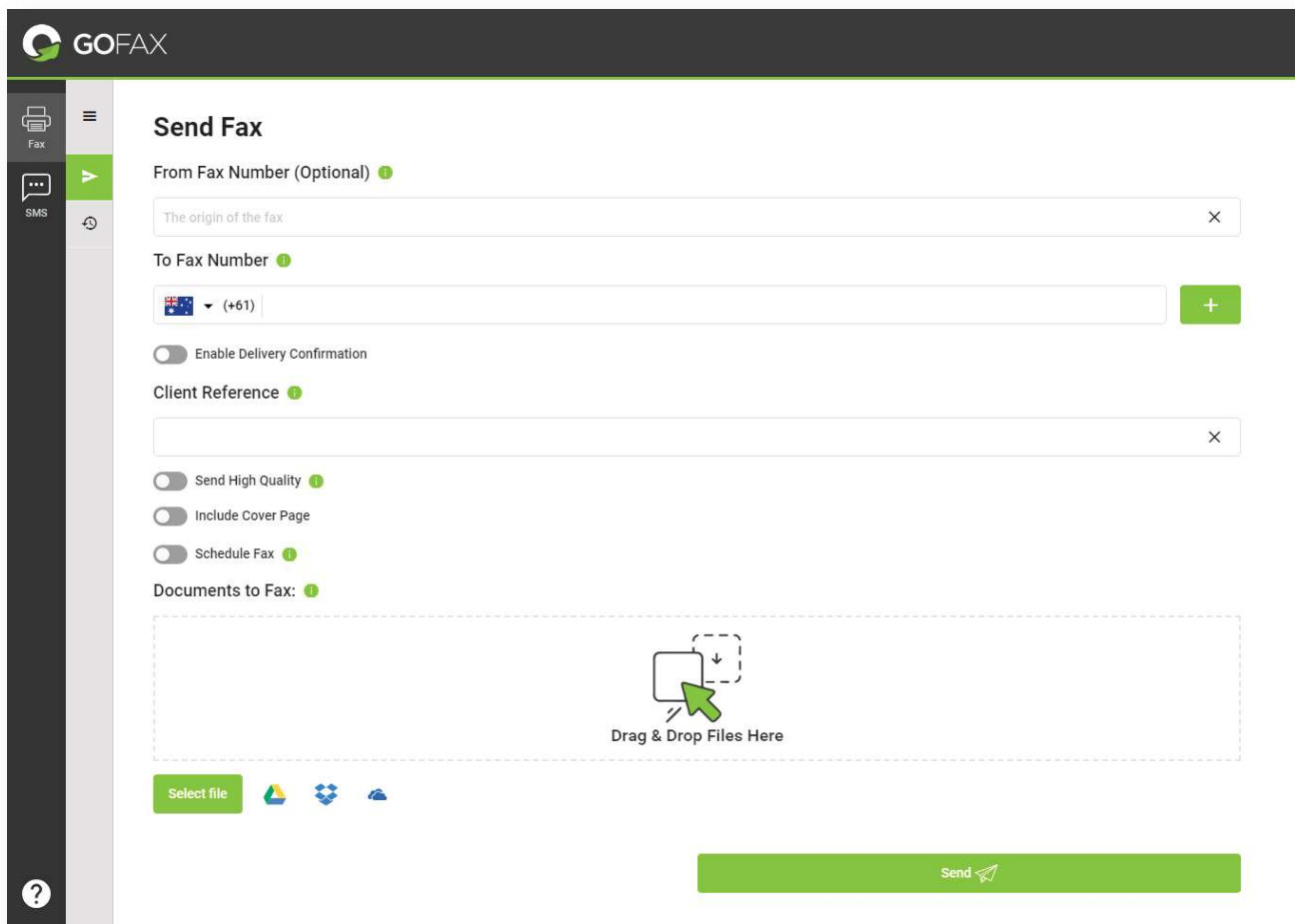- Click **Log In** to access app.

Sign in to your account

Email

Password

☐ Remember me   Forgot Password?

Sign in

Don't have an account? Sign up

How to Send a Fax

You can now send faxes via the GoFax app on your computer, smartphone, or tablet.

1. Select **Fax** on the main navigation.
2. Select **'Send Fax'** from the secondary menu.
3. Enter the **'From Fax Number'** (Optional) numerical only. 11 character limit.
4. Enter the **'To Fax Number'** and click the plus button or hit 'Enter' to add.
5. Click **'Select File'** - to upload your document.
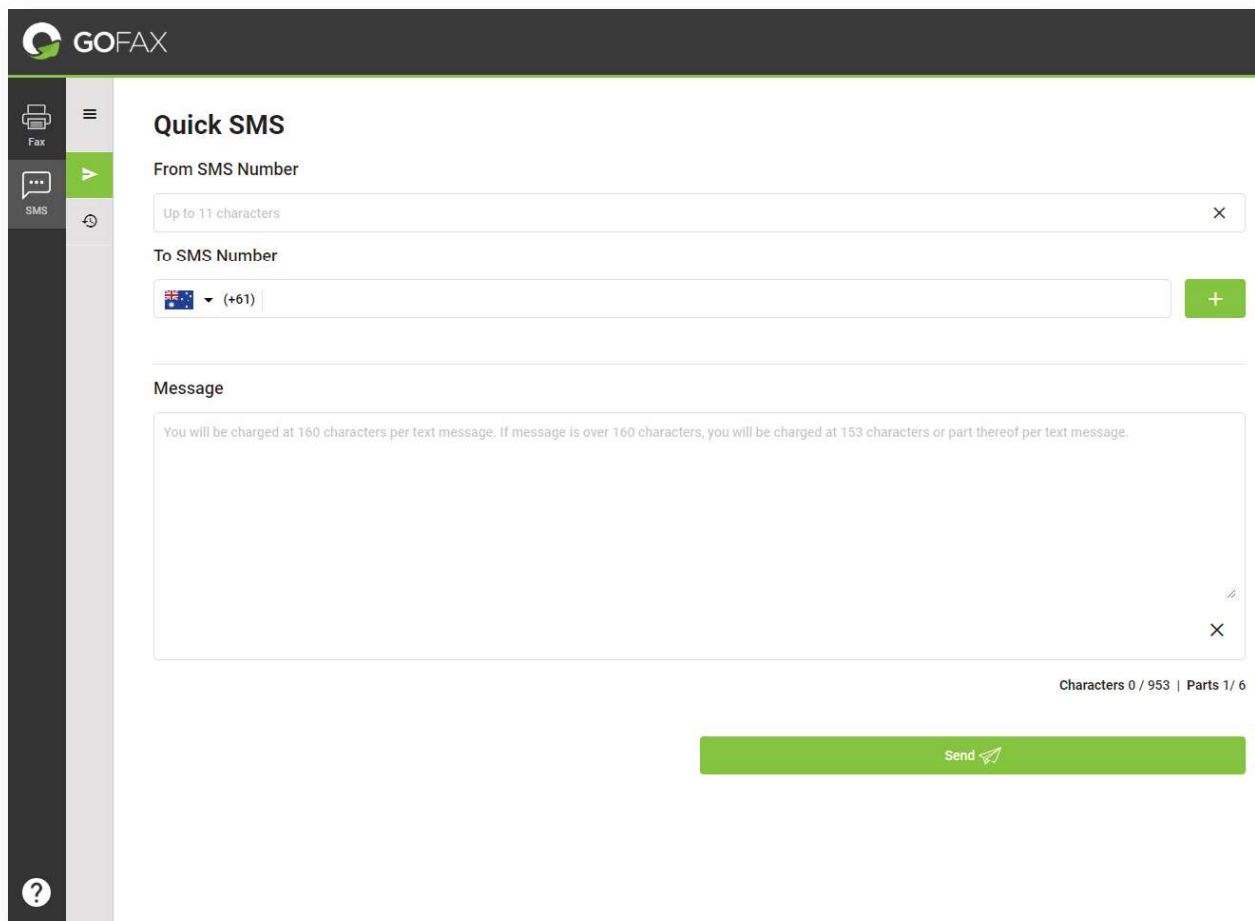6. Click **'Send'.**

Additional options are also available when sending a fax using the app.

- **Enable Delivery Confirmation:** Toggle **ON** to enter an email address to receive a Fax Delivery Notification for successfully sent or failed faxes.
- **Client Reference:** Enter text to identify the fax sent in your **'Sent Activity'** (25 Characters limit).
- **Send High Quality:** Toggle **ON** to send fax in High Quality. GoFax sends faxes in the standard fax resolution of 200 x 98 dots per square inch. You have the option of sending faxes in high resolution (200 x 196 dots per square inch; also known as "fine" resolution). This is switched OFF by default. Important: Sending a fax in high quality adds an additional **25% to the base per-page rate.**
- **Include Cover Page:** Toggle **ON** to include a cover page to your fax.
Enter a Sender Name, Subject, Notes to be inserted into a cover page on your outgoing fax.
- **Schedule Fax:** Allows you to schedule a fax at a specific date and time. Simply select the Date and Time using the Date/Time picker. Scheduled fax jobs can be access in **'Activity'** under **'Active Jobs'**
- **Attach File:** GoFax App lets you upload multiple files from your computer, Google Drive™, Dropbox and OneDrive®. Click Select or drag and drop files from your computer. Note: To access files stored on Google Drive™, Dropbox or OneDrive®, you will need to sign into your cloud storage account.
- **Re-arrange Files** - You can re-arrange the order of the fax pages by dragging and dropping files up or down. The first page will come from the top to last page at the bottom.

How to Send an SMS

You can now send SMS via the GoFax app on your computer, Smartphone, or Tablet.

1. Select **SMS** on the main navigation.
2. Select **Send SMS** from the secondary menu.
3. Enter a **Sender ID:** Enter a valid mobile number to receive reply to your handset. You can also enter your business name (11 character limit) e.g GoFaxSMS
4. Enter the **To SMS Number** and click the **plus button** or hit **'Enter'** to add.
5. Enter the contents of your text in the **Message box.**
6. Click **Send.**

Click here to learn more about **'2-way SMS'** or **'Configuring a virtual number'**

Fax Activity

You can view faxes; sent, received and active jobs within '**Fax Activity**' in the GoFax app. (**Please note:** By default, GoFax retains the received fax pages for the last ninety (90) days. Learn more).

1. To access your **Fax Activity,** click **Fax** on the main navigation.
2. Select **Activity** from the secondary menu.
3. Select from Sent, Received and Active Jobs tabs.

RECEIVED: This will show you a list of your **received faxes.**
- **From:** The sending fax number
- **To:** The receiving fax number
- **Timestamp:** Date and time fax was received
- **Status:** Fax status - to view fax status codes, click here
- **Credit charges:** Credit usage on pages received
- **Pages:** Total number of pages received
- **File:** Allows you to preview, download and print your faxes

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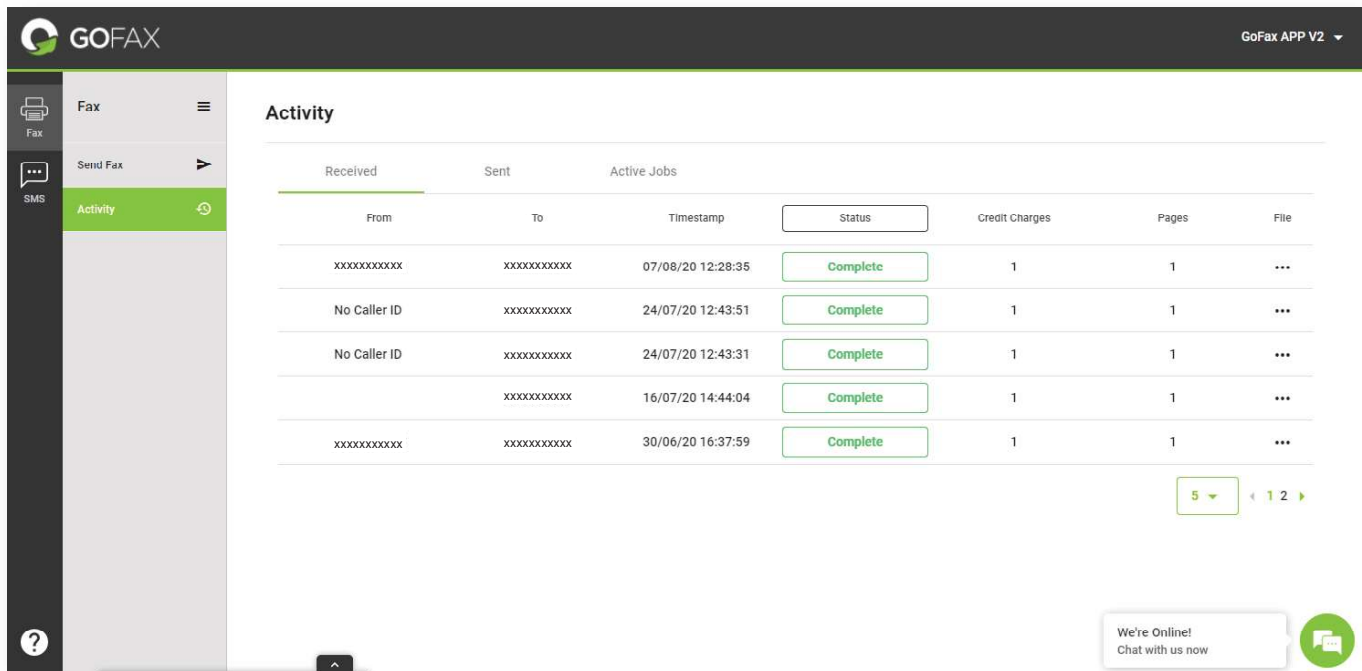
SENT: This will show you a list of your sent faxes.

- **From:** The sending fax ID
- **To:** The receiving fax number
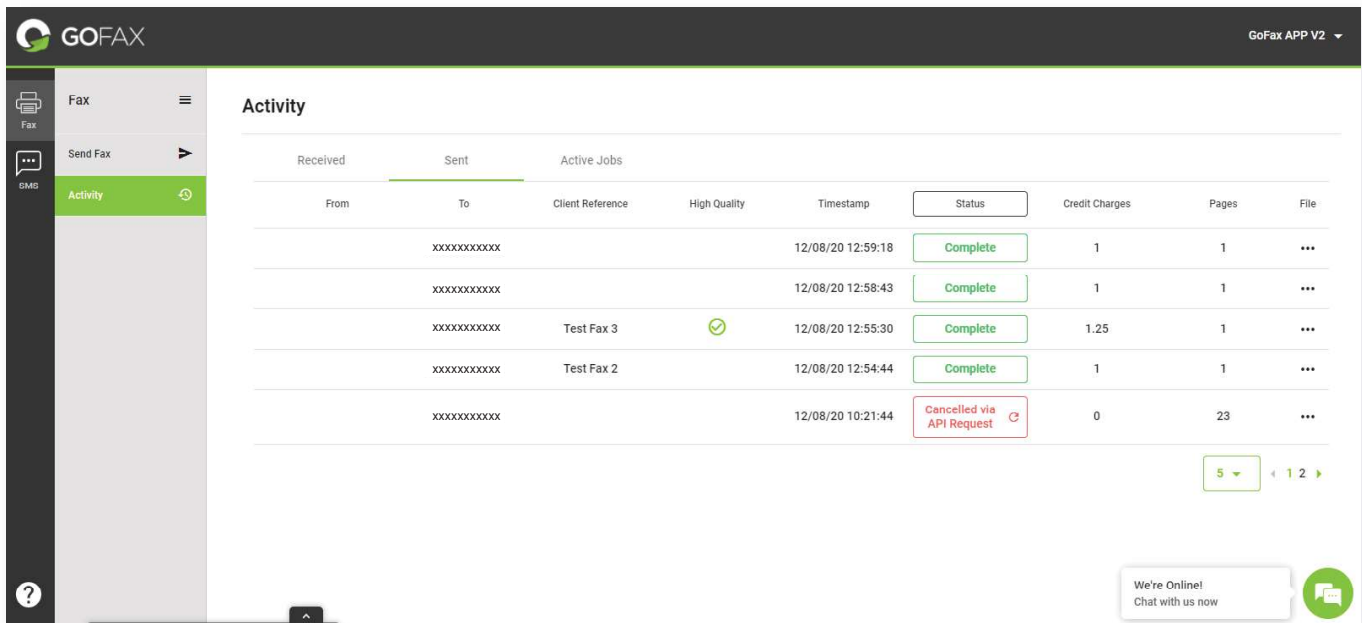- **Client Reference:** Reference to identify fax up to 11 characters
- **High Quality:** Tick indicates fax was sent using High Quality
- **Timestamp:** Date and time fax was received
- **Status:** Fax status - to view fax status codes, click here
- **Credit charges:** Credit usage on pages sent
- **Pages:** Total number of pages received
- **File:** Allows you to preview, download and print your faxes

From	To	Client Reference	High Quality	Timestamp	Status	Credit Charges	Pages	File
	xxxxxxxxxx			12/08/20 12:59:18	Complete	1	1	•••
	xxxxxxxxxx			12/08/20 12:58:43	Complete	1	1	•••
	xxxxxxxxxx	Test Fax 3	✓	12/08/20 12:55:30	Complete	1.25	1	•••
	xxxxxxxxxx	Test Fax 2		12/08/20 12:54:44	Complete	1	1	•••
	xxxxxxxxxx			12/08/20 10:21:44	Cancelled via API Request	0	23	•••

ACTIVE JOBS: This will show you a list of your 'scheduled faxes' and any current faxes 'in flight'.

- **From:** The sending fax ID
- **To:** The receiving fax number
- **Client Reference:** Reference to identify fax up to 11 characters
- **High Quality:** Tick indicates fax was sent using High Quality
- **Timestamp:** Date and time fax was received
- **Status:** Fax status - to view fax status codes, click here
- **Credit charges:** Credit usage on pages sent
- **Pages:** Total number of pages received
- **File:** Allows you to preview, download, print and cancel fax jobs.

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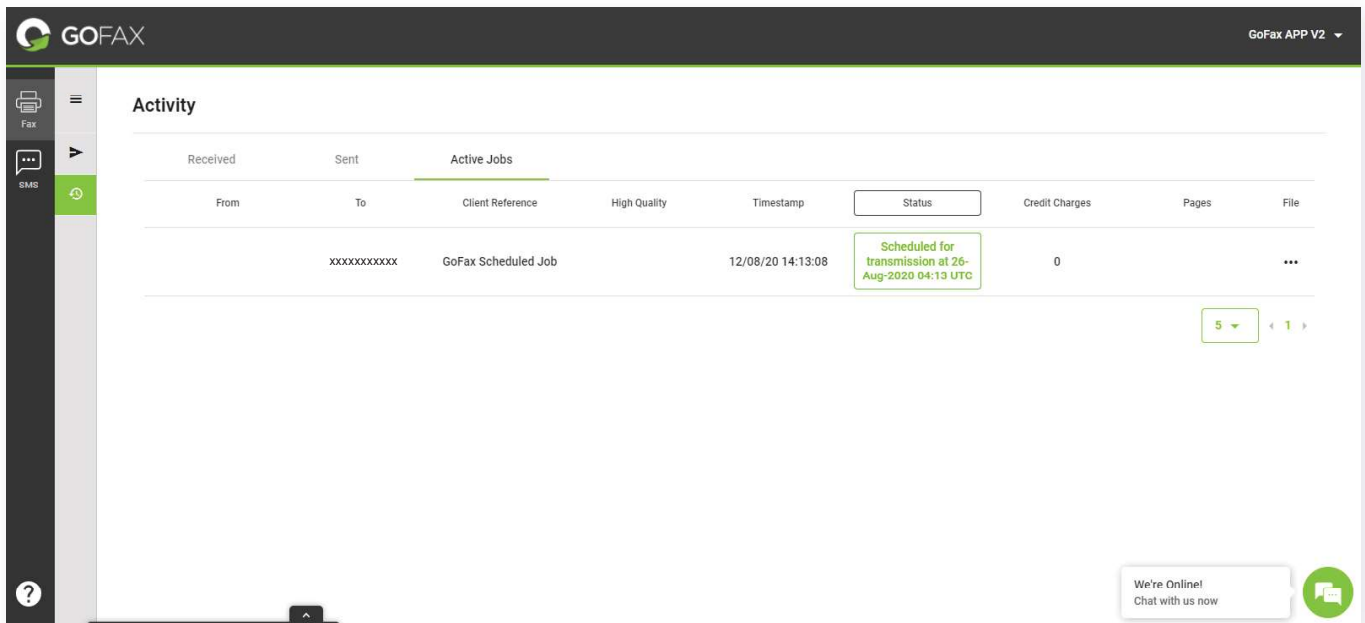
SMS Activity

You can view SMS; Sent and Received within '**SMS Activity**' in the GoFax app.

1. Click **SMS** on the main navigation
2. Select **Activity** from the secondary menu.
3. Select from Sent, Received and Active Jobs tabs.

SENT: This will show you a list of your sent SMS
   • **From:** Shows the sender SMS ID: either a number or alphanumerical combination up to 11 characters.
   • **To:** The number of the receiving mobile handset
   • **Timestamp:** Date and time SMS was received
   • **Status:** SMS Status - to view SMS status codes, click Here
   • **Sent Message:** Show a message preview which can be expanded
   • **Credit Charges:** Credit usage on SMS sent
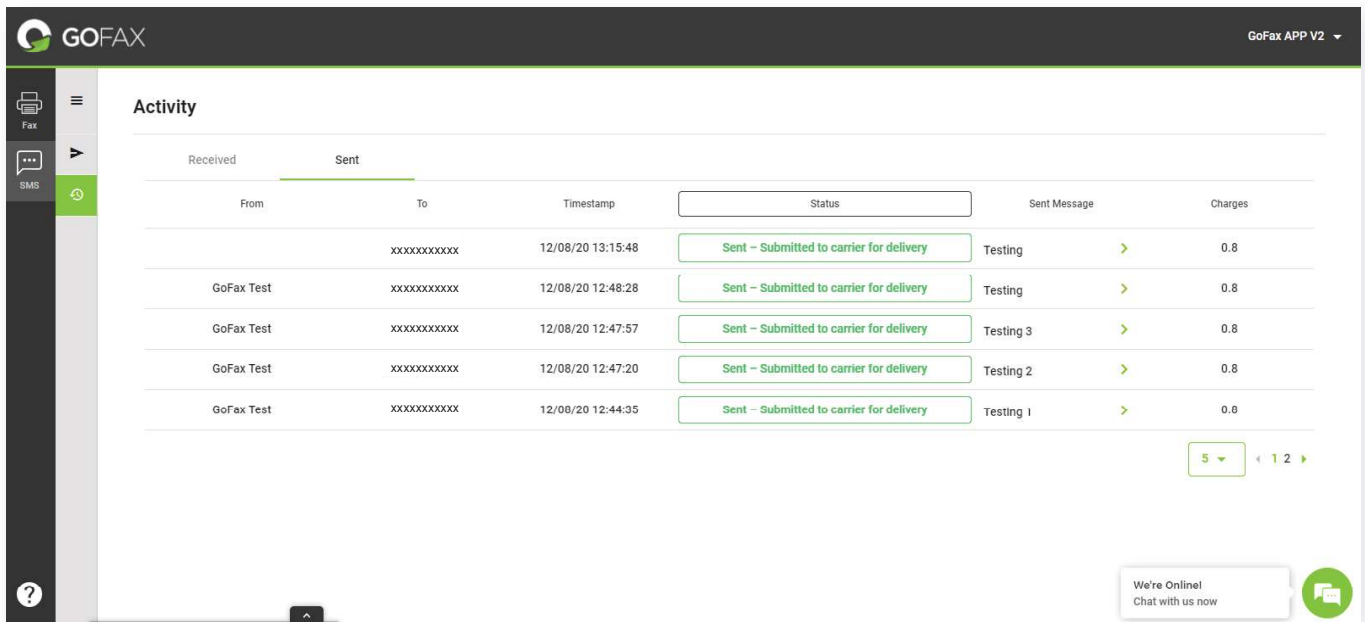
RECEIVED: This will show you a list of your received SMS.

   • **From:** Shows the senders mobile number.

   • **Timestamp:** Date and time SMS was received

   • **Message Received:** Show a message preview which can be expanded. This will also show the user the original message associated with the response.