



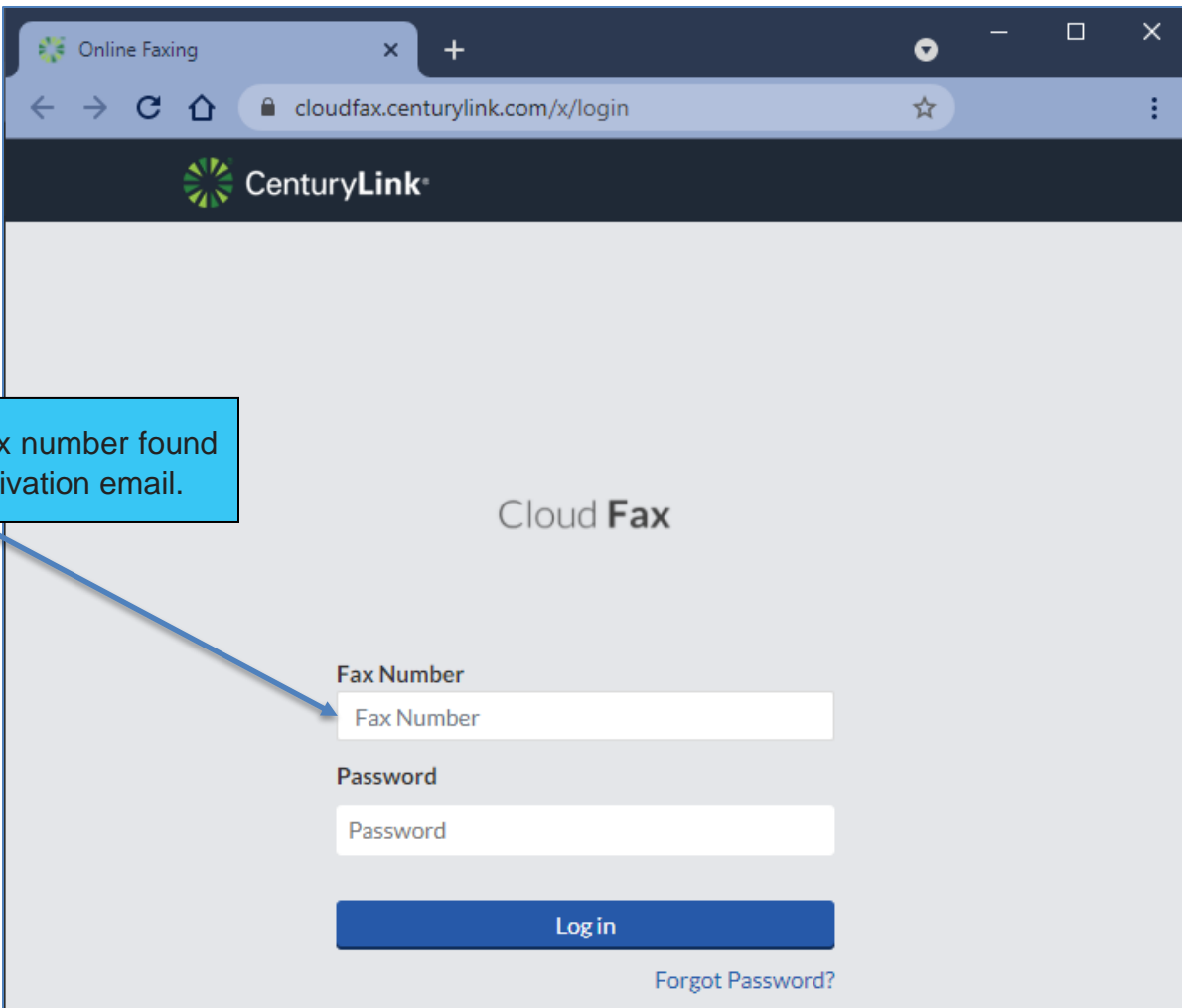
# Cloud Fax User Guide

## A practical guide to Cloud Fax user portals

Practical use case scenarios for:

- Sending faxes
- Receiving faxes
- Changing the cover page
- Archiving and backups
- Configuring external storage

## Logging in to the Fax Portal



Log in with the fax number found in the account activation email.

Cloud Fax

Fax Number  
Fax Number

Password  
Password

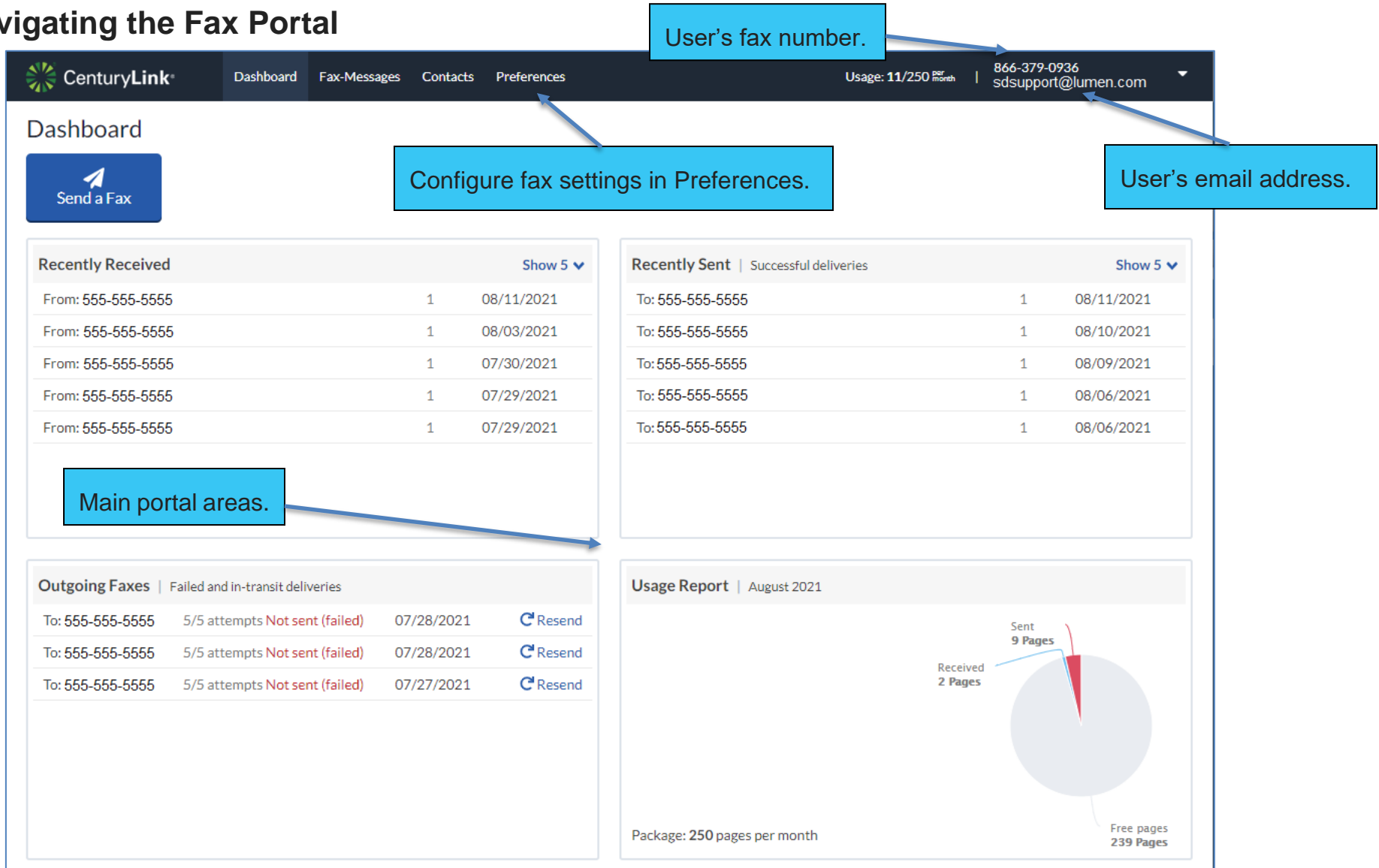
Log in

Forgot Password?

Toll-Free Portal: <https://cloudfax.centurylink.com/>

Local Portal: <https://cloudfaxlocal.centurylink.com/>

## Navigating the Fax Portal



The screenshot shows the CenturyLink Fax Portal dashboard. The top navigation bar includes links for Dashboard, Fax-Messages, Contacts, and Preferences. The user's fax number (866-379-0936) and email address (sdsupport@lumen.com) are displayed in the top right. The main content area is divided into several sections: a 'Send a Fax' button, 'Recently Received' and 'Recently Sent' tables, 'Outgoing Faxes' (showing failed deliveries), and a 'Usage Report' for August 2021. A pie chart in the Usage Report shows 9 pages sent and 2 pages received, with 239 free pages remaining out of a 250-page package.

**Callouts:**

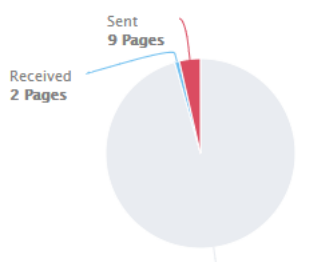
- User's fax number.** Points to the fax number in the top right navigation bar.
- User's email address.** Points to the email address in the top right navigation bar.
- Configure fax settings in Preferences.** Points to the Preferences link in the top navigation bar.
- Main portal areas.** Points to the 'Recently Received' and 'Recently Sent' sections.

From	Count	Date
From: 555-555-5555	1	08/11/2021
From: 555-555-5555	1	08/03/2021
From: 555-555-5555	1	07/30/2021
From: 555-555-5555	1	07/29/2021
From: 555-555-5555	1	07/29/2021

To	Count	Date
To: 555-555-5555	1	08/11/2021
To: 555-555-5555	1	08/10/2021
To: 555-555-5555	1	08/09/2021
To: 555-555-5555	1	08/06/2021
To: 555-555-5555	1	08/06/2021

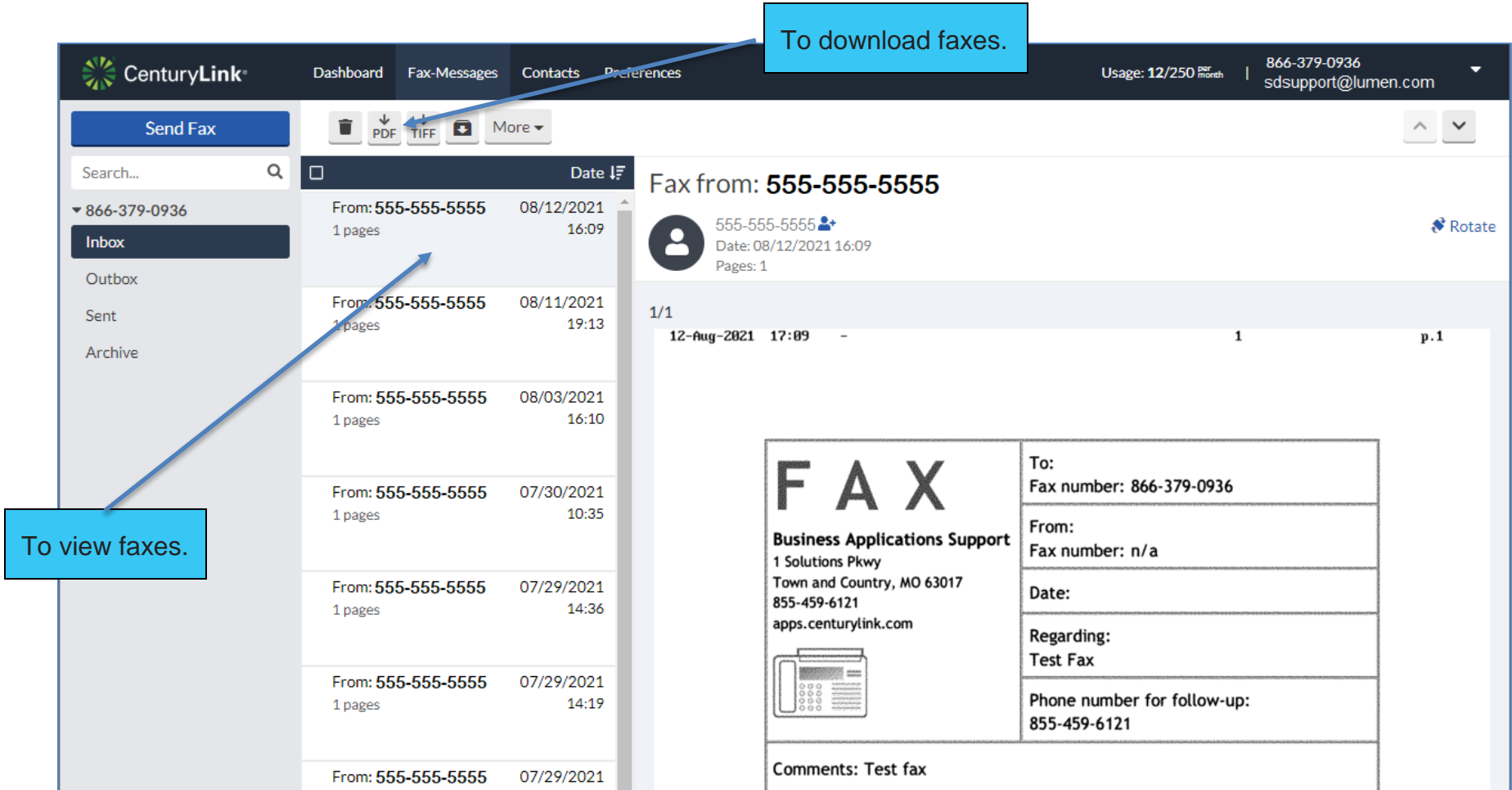
To	Attempts	Status	Date	Action
To: 555-555-5555	5/5 attempts	Not sent (failed)	07/28/2021	Resend
To: 555-555-5555	5/5 attempts	Not sent (failed)	07/28/2021	Resend
To: 555-555-5555	5/5 attempts	Not sent (failed)	07/27/2021	Resend

**Usage Report | August 2021**



Package: 250 pages per month

## Viewing received faxes via Portal



**To view faxes.**

**To download faxes.**

CenturyLink® Dashboard Fax-Messages Contacts Preferences Usage: 12/250 per Month | 866-379-0936 sdsupport@lumen.com

Send Fax

Search...

866-379-0936

- Inbox
- Outbox
- Sent
- Archive

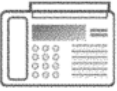
	From	Date
<input type="checkbox"/>	From: 555-555-5555	08/12/2021 16:09
	1 pages	
<input type="checkbox"/>	From: 555-555-5555	08/11/2021 19:13
	1 pages	
<input type="checkbox"/>	From: 555-555-5555	08/03/2021 16:10
	1 pages	
<input type="checkbox"/>	From: 555-555-5555	07/30/2021 10:35
	1 pages	
<input type="checkbox"/>	From: 555-555-5555	07/29/2021 14:36
	1 pages	
<input type="checkbox"/>	From: 555-555-5555	07/29/2021 14:19
	1 pages	
<input type="checkbox"/>	From: 555-555-5555	07/29/2021
	1 pages	

Fax from: **555-555-5555**

555-555-5555  
Date: 08/12/2021 16:09  
Pages: 1

1/1

12-Aug-2021 17:09 - 1 p.1


<p><b>F A X</b></p> <p><b>Business Applications Support</b> 1 Solutions Pkwy Town and Country, MO 63017 855-459-6121 apps.centurylink.com</p> 	<p>To: Fax number: 866-379-0936</p>
	<p>From: Fax number: n/a</p>
	<p>Date:</p>
	<p>Regarding: Test Fax</p>
	<p>Phone number for follow-up: 855-459-6121</p>

Comments: Test fax


## Viewing received faxes via Email


Received faxes are sent to the user and enabled additional accounts.


New Fax Received

 CloudFax <cloudfax-noreply@cloudfax.centurylink.com>  
To: CenturyLink Business Applications Support

[Reply](#) [Reply All](#) [Forward](#) Tue 7/27

 If there are problems with how this message is displayed, click here to view it in a web browser.

 Fax Attachment.pdf  
6 KB

 CenturyLink™

RE: Toll-Free Fax Number 5555555555

Dear Customer,


Your incoming fax to 5555555555 has been delivered successfully on 2021-07-27 15:15:07. A copy of your fax will be stored in the Fax Management Interface for 30 days, after which the fax will be deleted.

With best regards,

CenturyLink  
100 Centurylink Drive  
Monroe, LA 71203

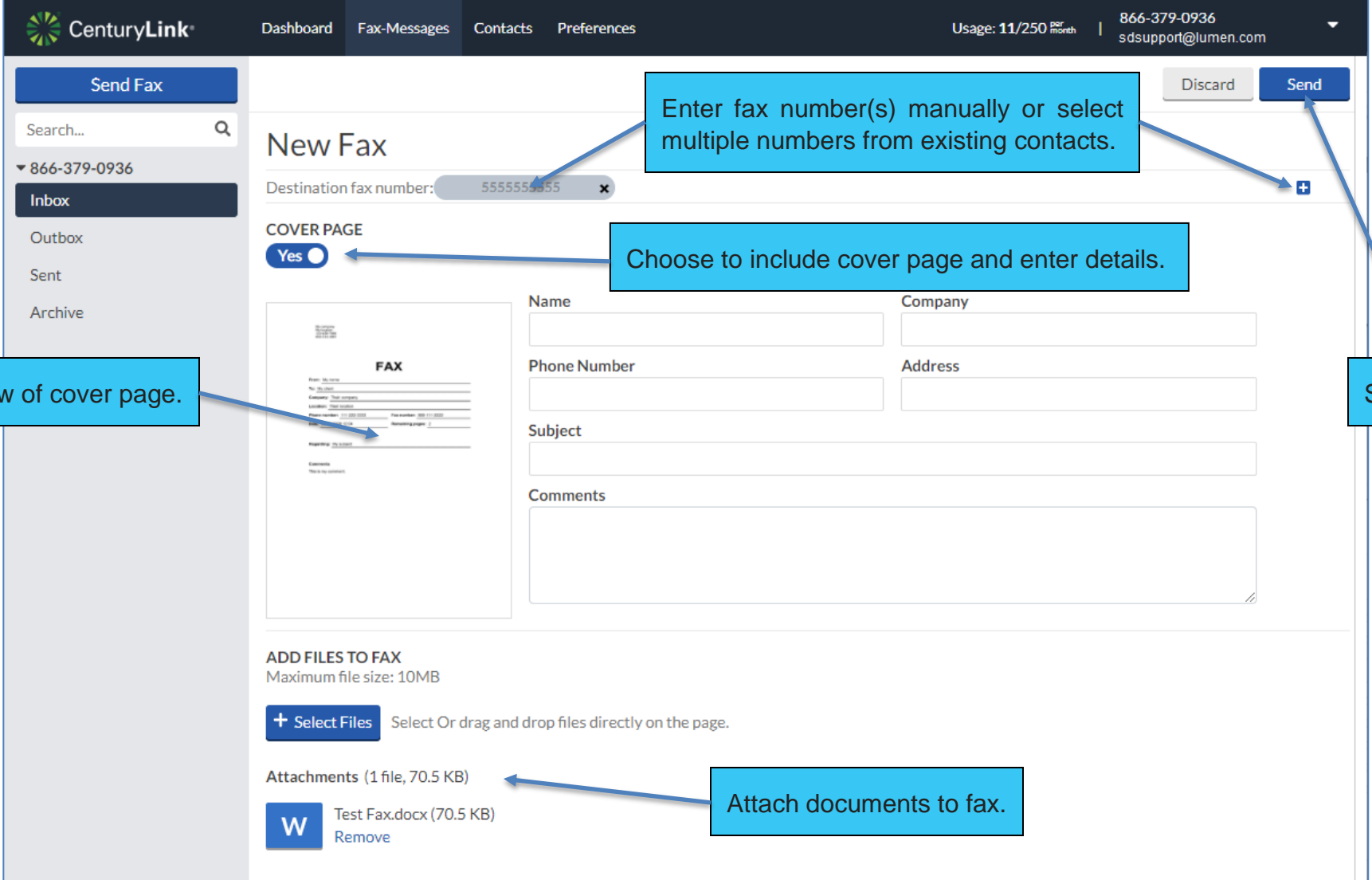
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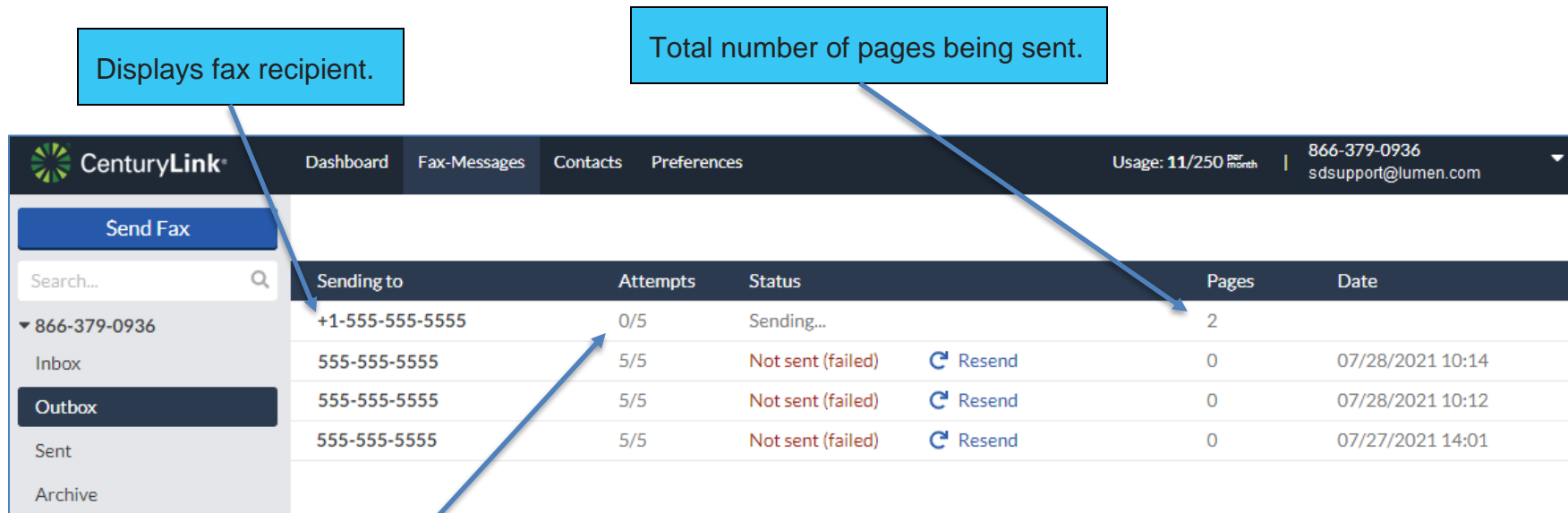
The received fax is attached to the email.

## Sending faxes via Portal



The screenshot shows the 'New Fax' interface in the CenturyLink portal. The interface includes a top navigation bar with 'Dashboard', 'Fax-Messages', 'Contacts', and 'Preferences'. The user's usage is shown as '11/250 per month' and the contact email is 'sdsupport@lumen.com'. On the left, there is a sidebar with a 'Send Fax' button and a search bar. Below the search bar, a dropdown menu shows the phone number '866-379-0936' and a list of folders: 'Inbox', 'Outbox', 'Sent', and 'Archive'. The main content area is titled 'New Fax' and features a 'Destination fax number' field with the value '5555555555'. A callout box points to this field with the text: 'Enter fax number(s) manually or select multiple numbers from existing contacts.' Below the number field is a '+ Send' button. A 'COVER PAGE' section has a 'Yes' radio button selected, with a callout box stating: 'Choose to include cover page and enter details.' To the left of the form is a 'Preview of cover page.' callout box pointing to a preview image of a fax cover sheet. The form fields include 'Name', 'Company', 'Phone Number', 'Address', 'Subject', and 'Comments'. A 'Send fax.' callout box points to the '+ Send' button. At the bottom, there is an 'ADD FILES TO FAX' section with a maximum file size of 10MB. A '+ Select Files' button is present, with a callout box stating: 'Attach documents to fax.' Below this, an attachment list shows 'Attachments (1 file, 70.5 KB)' with a file named 'Test Fax.docx (70.5 KB)' and a 'Remove' button.

## Sending faxes via Portal cont.



The screenshot shows the CenturyLink Fax Portal interface. At the top, there is a navigation bar with 'Dashboard', 'Fax-Messages', 'Contacts', and 'Preferences'. On the right, it displays 'Usage: 11/250 per month' and '866-379-0936 | sdsupport@lumen.com'. Below the navigation bar is a 'Send Fax' button and a search field. A sidebar on the left shows folders for '866-379-0936', 'Inbox', 'Outbox', 'Sent', and 'Archive'. The main area contains a table with the following data:

Sending to	Attempts	Status	Pages	Date
+1-555-555-5555	0/5	Sending...	2	
555-555-5555	5/5	Not sent (failed) <a href="#">Resend</a>	0	07/28/2021 10:14
555-555-5555	5/5	Not sent (failed) <a href="#">Resend</a>	0	07/28/2021 10:12
555-555-5555	5/5	Not sent (failed) <a href="#">Resend</a>	0	07/27/2021 14:01

Displays fax recipient.

Total number of pages being sent.

Displays number of auto-retries to send the fax up to a maximum of five before the fax is considered a failure.

It is not required to stay logged in to the Fax Portal or outbox after sending a fax.  
A confirmation email will be sent to the fax user to show whether the fax sent successfully.



## Sending faxes via Email

1. Begin composing an email as normal
  - a. The subject line and body appear on fax's cover page
2. Use the following format in the *To* field:
  - a. **Format:** destination\_number+sending\_number@cloudfax.centurylink.com
    - i. Where destination\_number is who you're sending to and sending\_number is your own number
    - ii. You can send to up to 20 fax numbers at once, each requiring the same format in the *To* field
  - b. **Example:** 1234567890+9876543210@cloudfax.centurylink.com
3. Attach fax document to email



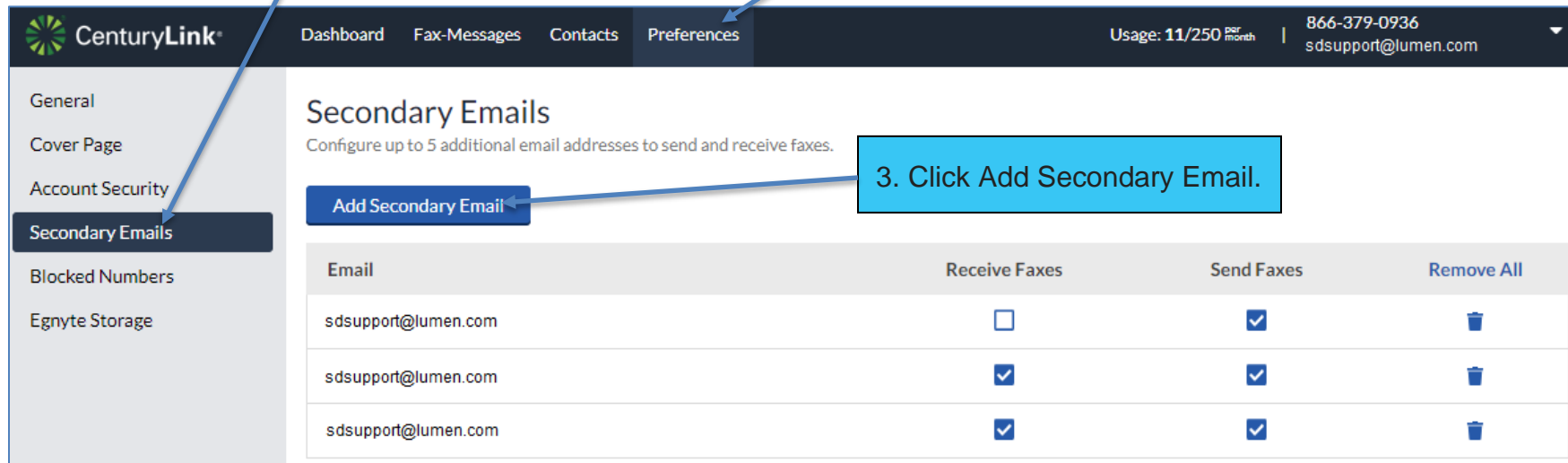
The screenshot shows an email composition interface with the following fields and annotations:

- From:** sdsupport@lumen.com. A blue callout box points to this field with the text: "From must be the user or additional contact."
- To:** 1234567890+9876543210@cloudfax.centurylink.com. A blue callout box points to this field with the text: "Use proper format in the *To* field."
- Cc:** (Empty field)
- Subject:** Subject Line Appears on Cover Page.
- Attachments:** Test Fax.pdf (53 KB). A blue callout box points to this attachment with the text: "Attach fax document to email."
- Body:** Body appears on cover page as well.

## Adding additional accounts

1. Click Preferences.

2. Click Secondary Emails.



Secondary Emails

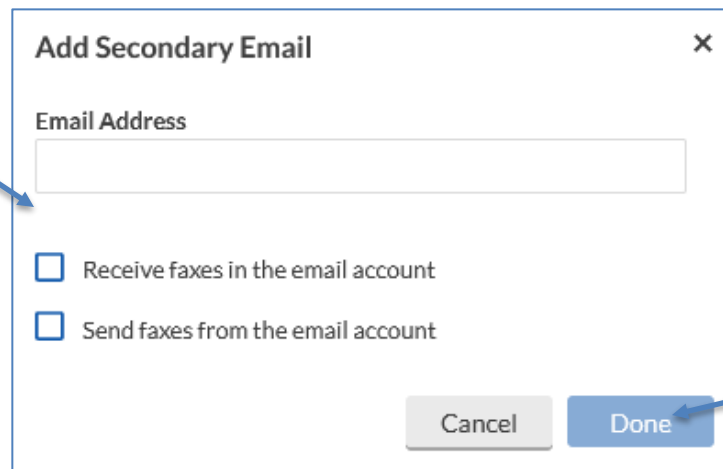
Configure up to 5 additional email addresses to send and receive faxes.

Add Secondary Email

Email	Receive Faxes	Send Faxes	Remove All
sdsupport@lumen.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
sdsupport@lumen.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
sdsupport@lumen.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

3. Click Add Secondary Email.

4. Enter email address and choose send and receive permissions.



Add Secondary Email

Email Address

Receive faxes in the email account

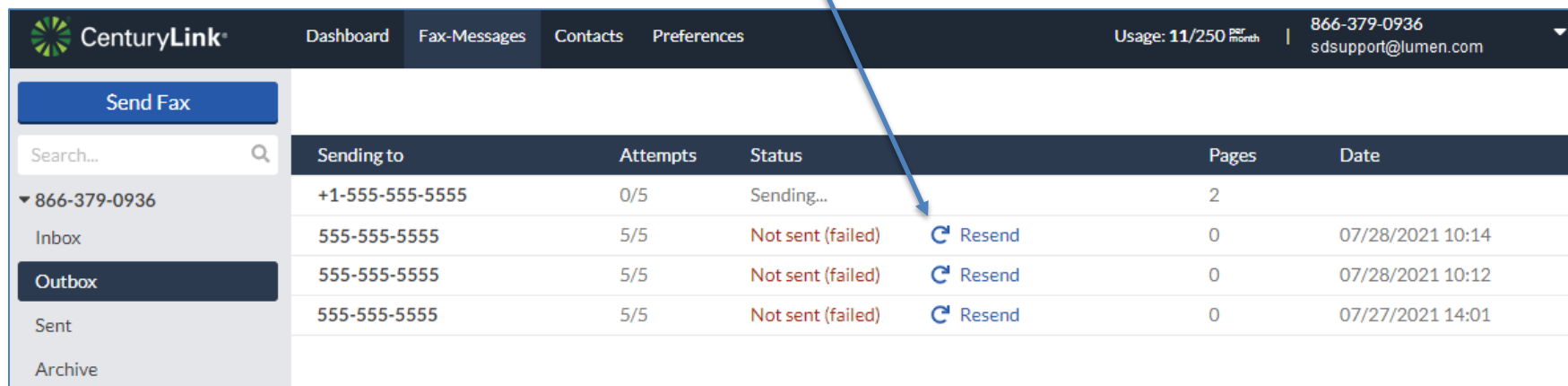
Send faxes from the email account

Cancel Done

5. Click Done.

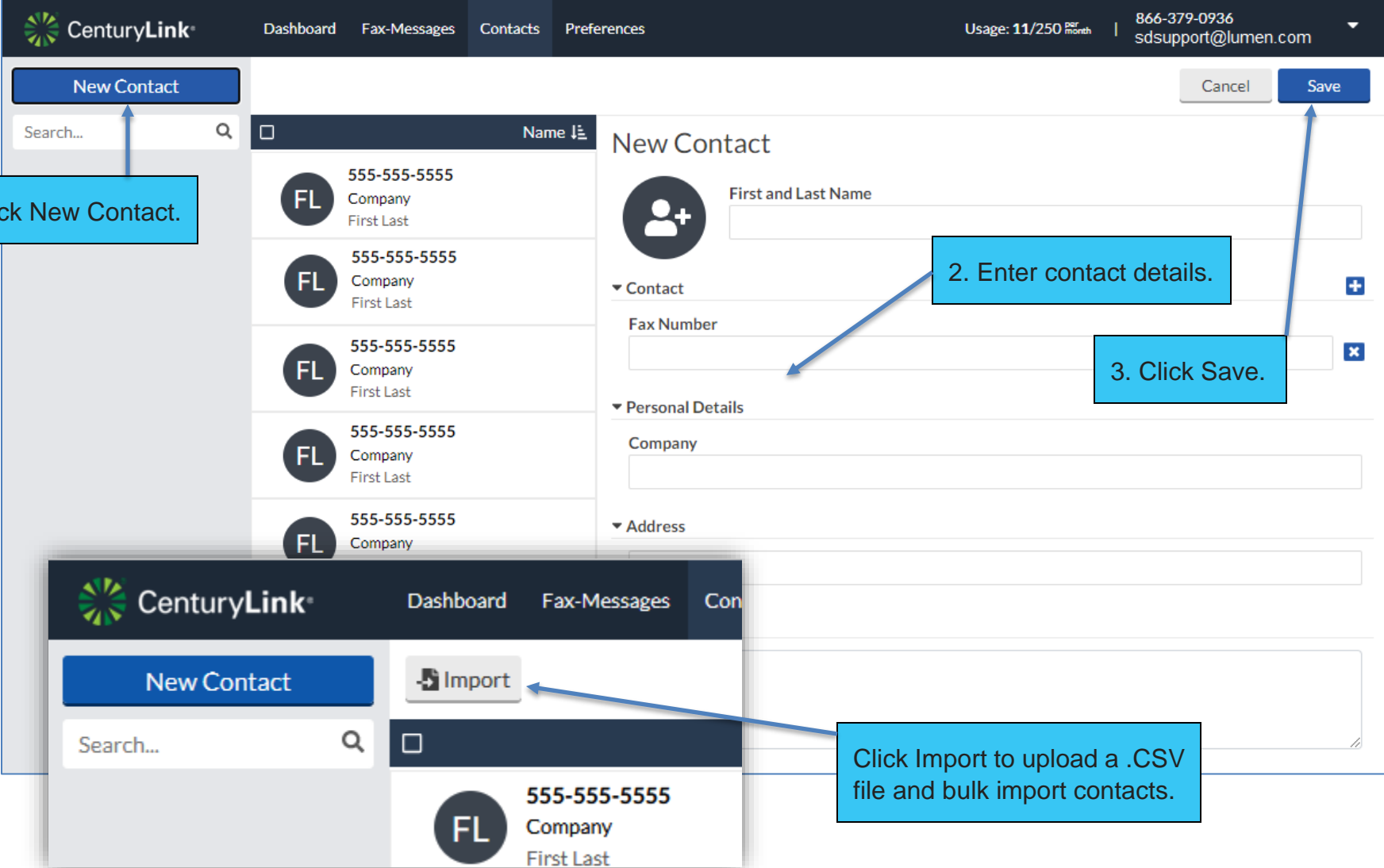
## Resending faxes

- If a fax fails to send, a notification email is sent to the fax user and additional accounts.
- To resend via Email, perform the same steps as sending.
- To resend via Portal, access the Outbox and click the circular arrow.



CenturyLink®		Dashboard	Fax-Messages	Contacts	Preferences	Usage: 11/250 <small>per month</small>	866-379-0936 sdsupport@lumen.com
Send Fax							
Search...							
▼ 866-379-0936							
Inbox							
Outbox							
Sent							
Archive							
Sending to	Attempts	Status		Pages	Date		
+1-555-555-5555	0/5	Sending...		2			
555-555-5555	5/5	Not sent (failed)	↻ Resend	0	07/28/2021 10:14		
555-555-5555	5/5	Not sent (failed)	↻ Resend	0	07/28/2021 10:12		
555-555-5555	5/5	Not sent (failed)	↻ Resend	0	07/27/2021 14:01		

## Adding contacts for frequent faxing



The screenshot shows the CenturyLink web interface with the 'Contacts' tab selected. The top navigation bar includes 'Dashboard', 'Fax-Messages', 'Contacts', and 'Preferences'. The user's usage is shown as '11/250 per month' and the contact email is 'sdsupport@lumen.com'. The main content area is titled 'New Contact' and contains a search bar, a list of existing contacts, and a form for adding a new contact. The form has sections for 'Contact', 'Personal Details', and 'Address'. A 'Save' button is located at the top right of the form.

**1. Click New Contact.** (Arrow pointing to the 'New Contact' button)

**2. Enter contact details.** (Arrow pointing to the 'First and Last Name' input field)

**3. Click Save.** (Arrow pointing to the 'Save' button)

**Click Import to upload a .CSV file and bulk import contacts.** (Arrow pointing to the 'Import' button in a smaller inset view of the interface)

## Changing the cover page

CenturyLink® Dashboard Fax-Messages Contacts Preferences Usage: 11/250 <sup>Per Month</sup> 866-379-0936 sdsupport@lumen.com

Save

General  
Cover Page  
Account Security  
Secondary Emails  
Blocked Numbers  
Egnyte Storage

### Cover Page

Setup a default cover page to be used on outgoing faxes.

Use a cover page for faxes sent from sdsupport@lumen.com

**Your Contact Information**

First and Last Name

Company

Address

Phone Number

Fax Number

Email Address

Select a Cover Page Template

Template 1

Template 2

Template 3

**FAX**

From: My name  
To: My client  
Company: My company  
Location: My location  
Phone number: 111 222 3333 Fax number: 888 111 2222  
Date: 20 05 2008 12:04 Remaining pages: 2

Message: My subject

Comments  
This is my comment.

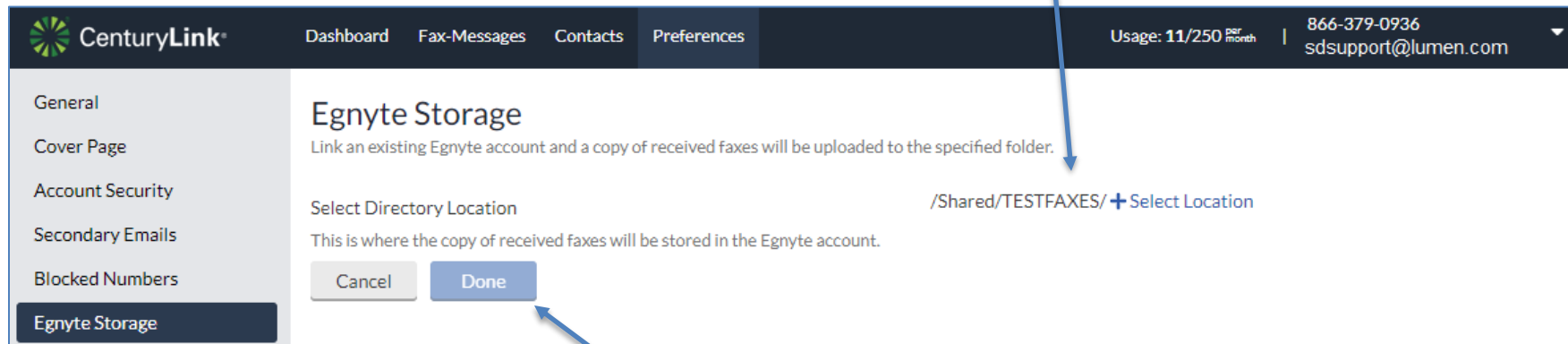
Select your preferred default cover page.

Enable this option if the default cover page should be included in all sent faxes.

## External storage

1. Purchase an Egnyte subscription.

2. Specify external storage domain name and directory path where all faxes will be forwarded. You can have one Egnyte folder configured per fax number.



CenturyLink® Dashboard Fax-Messages Contacts Preferences Usage: 11/250 per month | 866-379-0936 sdsupport@lumen.com

General  
Cover Page  
Account Security  
Secondary Emails  
Blocked Numbers  
Egnyte Storage

### Egnyte Storage

Link an existing Egnyte account and a copy of received faxes will be uploaded to the specified folder.

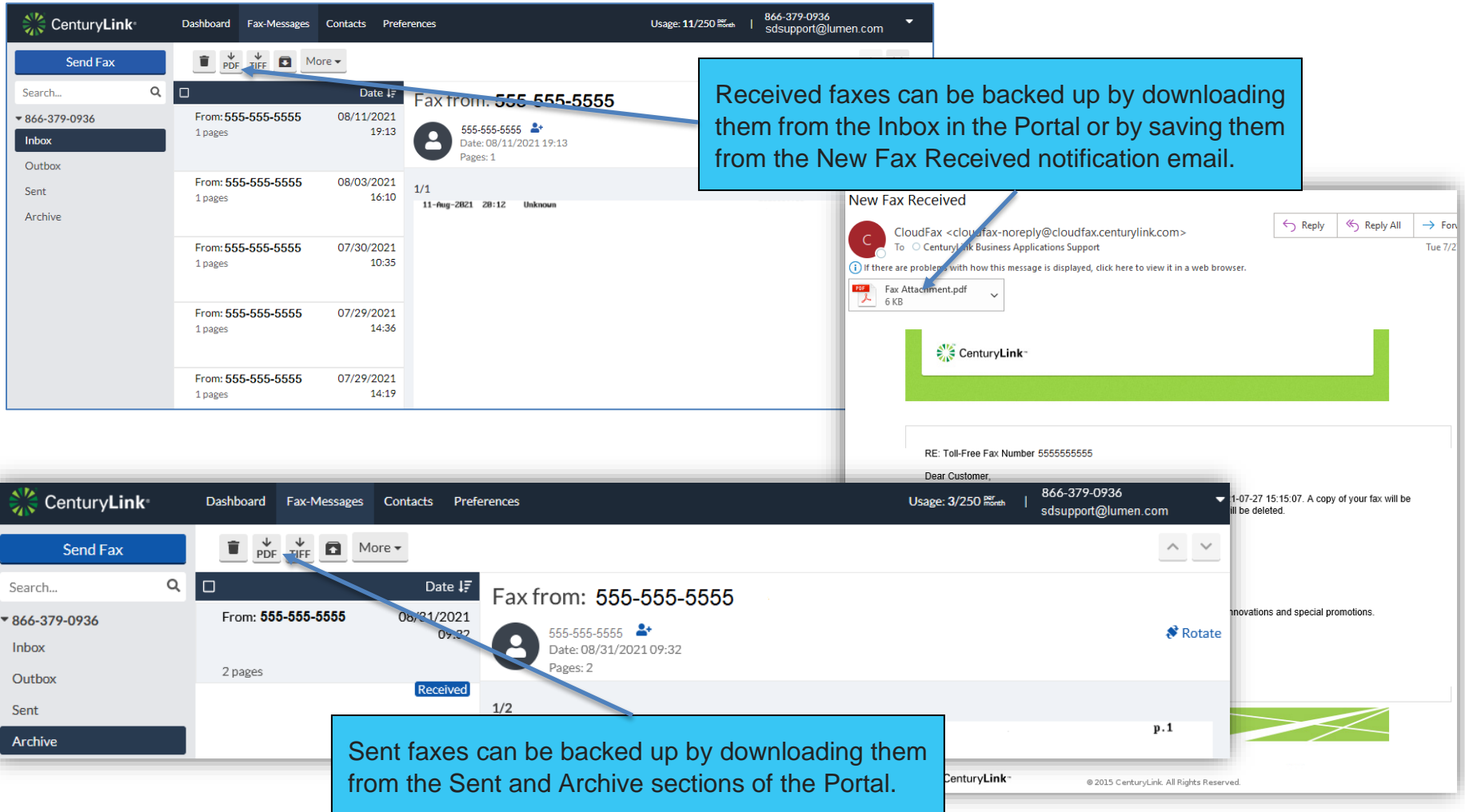
Select Directory Location  
This is where the copy of received faxes will be stored in the Egnyte account.

/Shared/TESTFAXES/ + Select Location

Cancel Done

3. Click Done.

## Backup & Archive faxes



The image displays two screenshots of the CenturyLink Fax Messages interface. The top screenshot shows the 'Inbox' section with a list of received faxes from 555-555-5555. A blue callout box points to the 'PDF' and 'TIFF' download icons in the top toolbar, stating: "Received faxes can be backed up by downloading them from the Inbox in the Portal or by saving them from the New Fax Received notification email." The bottom screenshot shows the 'Sent' and 'Archive' sections. A blue callout box points to the 'PDF' and 'TIFF' download icons, stating: "Sent faxes can be backed up by downloading them from the Sent and Archive sections of the Portal." The interface includes a navigation bar with 'Dashboard', 'Fax-Messages', 'Contacts', and 'Preferences'. The top right shows usage information: 'Usage: 11/250' and '866-379-0936 sdsupport@lumen.com'. The left sidebar lists 'Inbox', 'Outbox', 'Sent', and 'Archive'. The main content area shows a list of fax messages with details like 'From: 555-555-5555', 'Date: 08/11/2021 19:13', and 'Pages: 1'. A 'New Fax Received' notification email is also shown, with a 'Fax Attachment.pdf' (6 KB) and a 'Rotater' logo.