

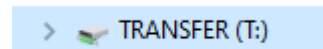
The ability to send and receive faxes that DO NOT contain Personally Identifiable Information (PII) is set up via the Remote Application Server. If you are sending or receiving faxes with PII, please use Secureapps.

Log into the Remote Application Server (Citrix)

1. Open your browser and navigate to <https://apps.ccsu.edu>.
2. At the log in screen, enter your BlueNet username and password.

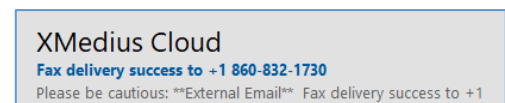
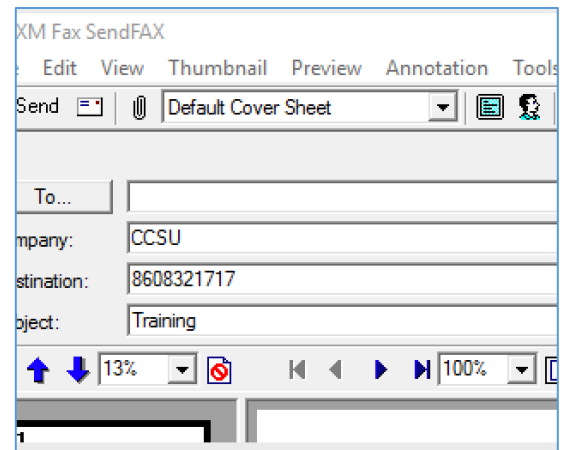
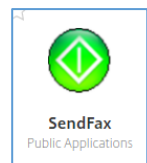
Sending a Fax

To fax a document, you must first ensure it is available in the remote application server (Citrix). For documents that are in your Teams folders, OneDrive or local hard drive, copy them into the T: Transfer drive to make them available.



To send the fax:

1. Open the SendFax app from the Public Applications section.
2. The application will open. If the User Settings dialog box opens, click the Finish button.
3. When prompted, log in with your CCSU email/Office 365 credentials and authenticate using MFA.
4. The XM Fax SendFAX app will open.
5. Click on the Attach button and select the file you would like to fax from your T: Transfer drive.
6. Fill in the fields at the top (please note, the To field must be left blank):
 - a. Company – recipient’s company
 - b. Destination – recipient’s fax number. This must include the area code and no spaces (ex: 8608321717). Please do not prefix with the number 9 or use special characters in the fax number.
 - c. Subject – subject of the fax.
7. Click Send. A confirmation message will appear briefly on the screen to confirm the fax was sent successfully. You will also receive an email confirmation when the fax has been delivered successfully.



Receiving a Fax

When your department receives a fax, you will receive an email from XMedius Cloud.

The fax will be saved in the General section of your department’s Microsoft Team, in a folder labeled Faxes. The fax may take up to 5 minutes after the email notification is received to appear in the folder.

