

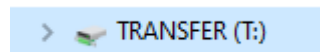
The ability to send and receive faxes that contain Personally Identifiable Information (PII) is set up via Secureapps.

Log into Secureapps

1. Open your browser and navigate to <https://secureapps.ccsu.edu>.
2. Click on the Continue button.
3. At the Office 365 Sign in screen, enter your CCSU email address and password, then authenticate using Microsoft MFA.
4. Click on the Secure Apps Desktop icon to access the Citrix Secure Apps Desktop.

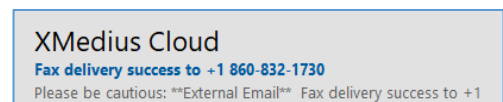
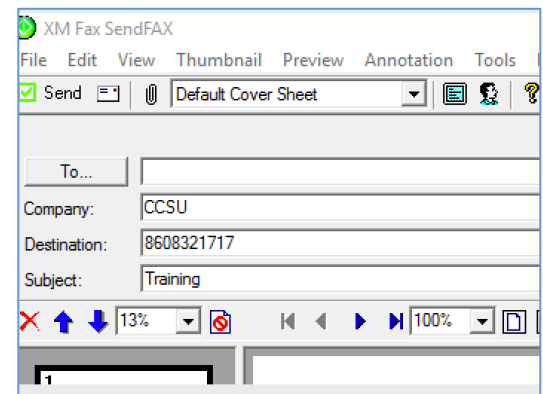
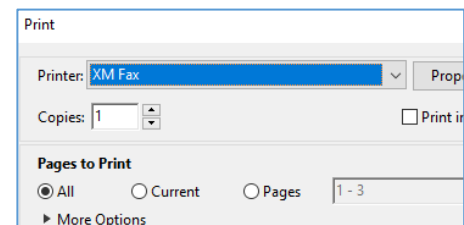
Sending a Fax

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



To send the fax from Secureapps:

1. Open the document that you would like to send.
2. From the Printer drop down, select XM Fax, then click Print.
3. The XM Fax utility will pop up and you will be logged into the app with your CCSU email/Office 365 credentials. If prompted to complete the log in process, press finish.
4. A preview of your fax is displayed. 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.
5. 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 P: PII drive, in a folder labeled Faxes. The fax may take up to 5 minutes after the email notification is received to appear in the folder.

