Get started with RightFax for enterprise faxing
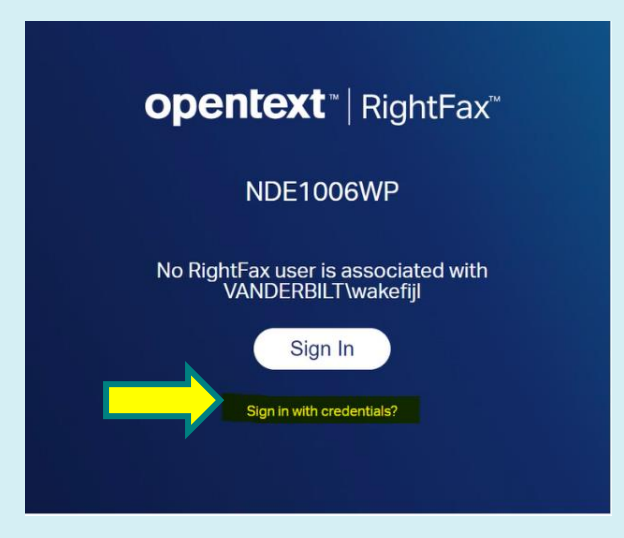
I.   Login to RightFax (using FaxUtil Web)

1. Navigate to https://enterprisefax.app.vumc.org
2. Login into the RightFax portal. You'll have a different experience depending on where you are and if you are connected to the VPN.

If you are on the VUMC domain	If you're using VPN (on campus or off)
Click on the FaxUtil Web button	Enter your VUMC ID and password > Click "**Sign In**"

Please note: If a blue OpenText | RightFax screen follows your login attempt with an error displayed, follow these steps:
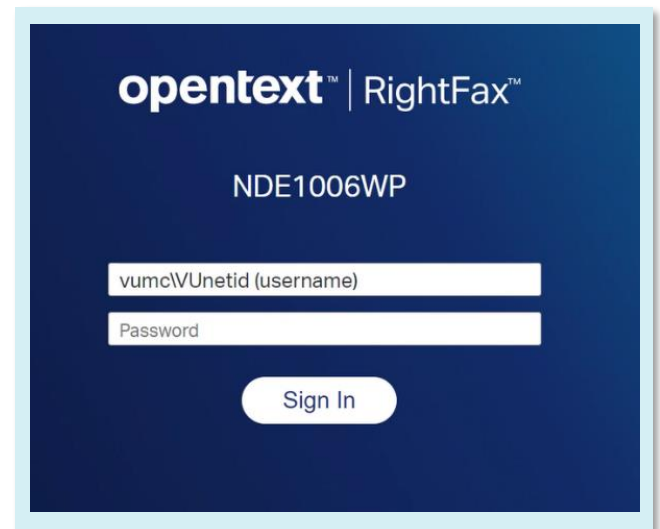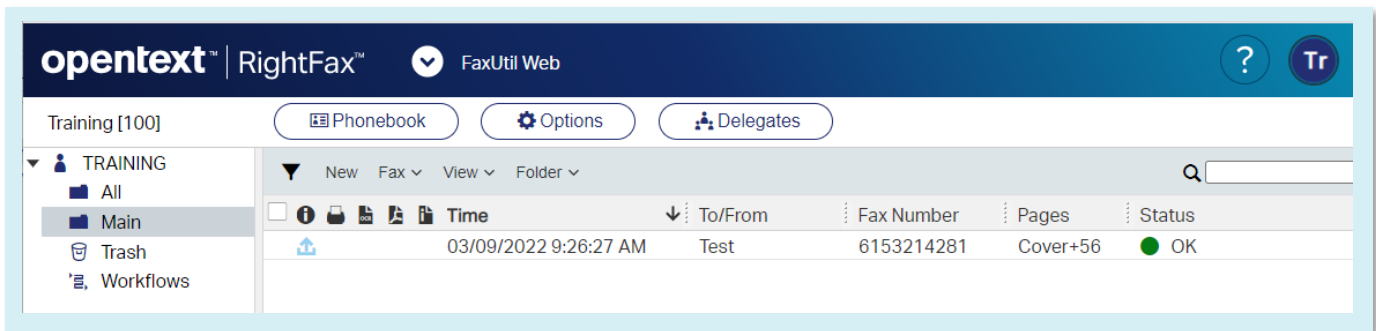
- Click "Sign in with credentials"

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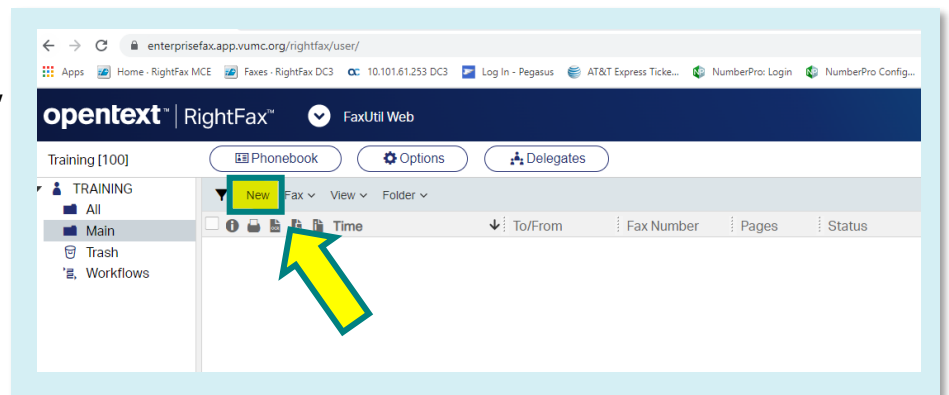- Enter vumc\VUnet ID ("vumc\" followed by your personal VUnet ID username) and password, and click "**Sign In**"

3. You will then see the FaxUtil Web main screen

II.   Send a fax using RightFax

1. In the RightFax / FaxUtil Web, click the **New** button

Get started with RightFax for enterprise faxing

2. Required fields are **Destination** (10-digit fax number of recipient), and **Name**

   NOTE:

   - For local numbers you do not need to include a 1

   - Any other number other than local will require a 1 before the number, for example (1-888-123-1234)

3. To attach a file, click the **Add File** button

   a. Select the desired file and click **Open**
   NOTE: Word documents, and .pdf files are supported

b. Your selected file will be listed in the attachments area:

4. Enter any required coversheet notes and click the **Send** button

5. Fax status will show as "***Sending***"

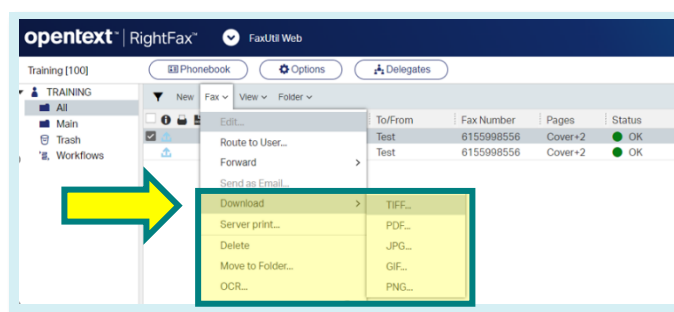6. When fax has been sent successfully "**OK**" is displayed
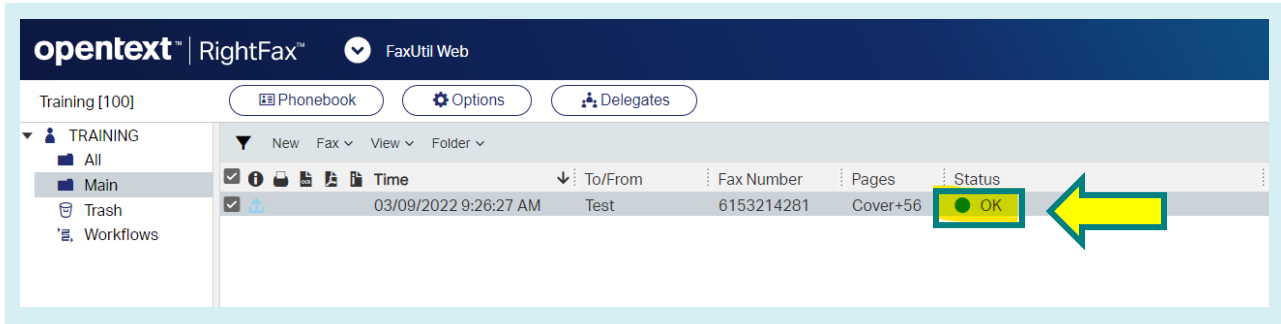
- To view the pages sent in the fax, double click the image of the file
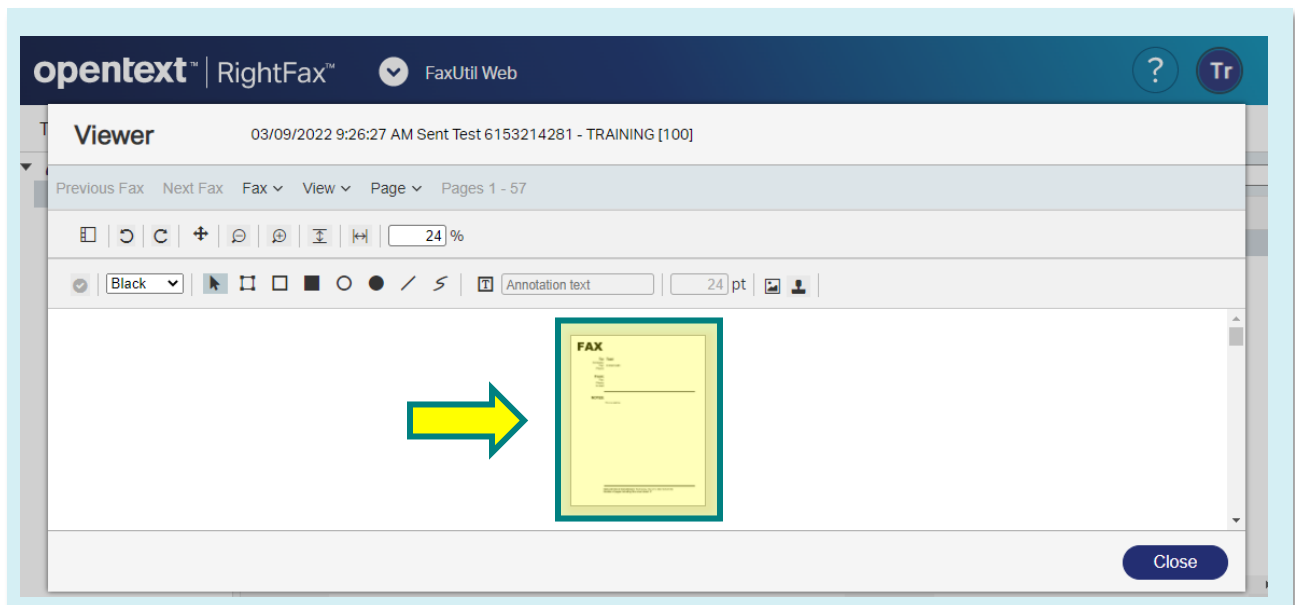
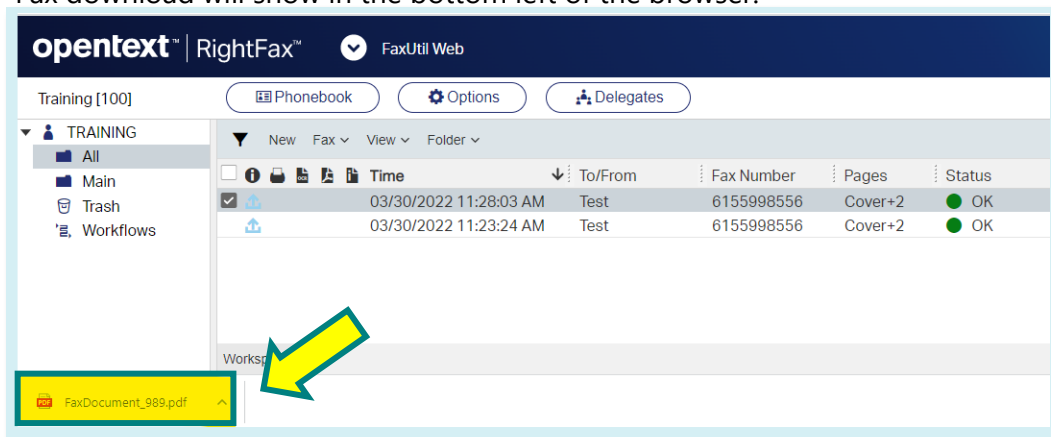# III. How to save a fax in FaxUtil Web

1. Highlight fax and from the dropdown and click **Fax**, then **Download**.
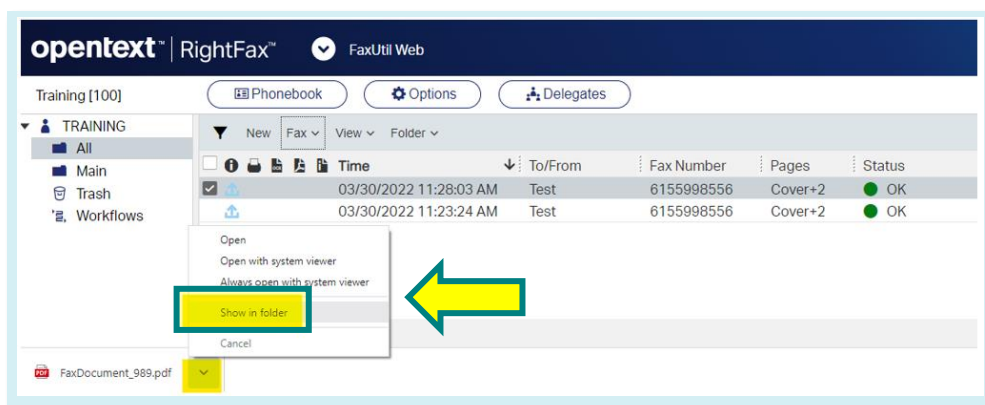
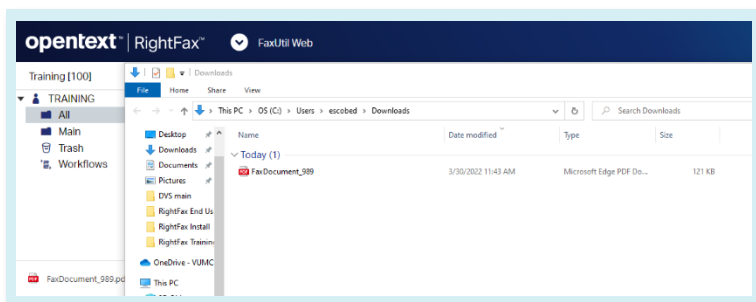# Get started with RightFax for enterprise faxing

2. Select file type
3. Fax download will show in the bottom left of the browser.

4. Click up arrow and select **Show in folder**

5. From here you can move the file to a network location.

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IV. Assistance and Support

a. Visit the [Enterprise Fax webpage](#).
b. For RightFax issues, contact the VUMC IT Help Desk at 615-343-HELP (4357), and a technician will assist you.